

## Customer Care Executive – Call Centre

Difficulty Level/Marks- Easy/Marks (E/M), Medium/Marks(M/M), Difficult/Marks(D/M)

Q. 1 In which of the following situations can Mohit, a Call Center Executive put a customer call on hold? [E/4]

- A. When the customer call goes out of control
- B. When he needs to clarify something with his supervisor
- C. When the customer starts chatting
- D. A CCE cannot put a customer call on hold

**Correct Answer: B**

Q. 2 Meeta has just joined as a Call center executive. She is very weak at typing skill. Which out of these is a good way for Meeta to improve typing speed and accuracy? [E/4]

- A. Practice typing on computer in her free time
- B. Practice typing instead of taking calls
- C. Not typing till she is fast and accurate
- D. None of the answer choices listed

**Correct Answer: A**

Q. 3 Mitu has called up to know more about auto debit facility. In order to verify her details you need to ask: [M/6]

- a) Her full name
- b) Her e-mail address
- c) Her mobile number
- d) Her credit card no

- A. a, b
- B. b, c, d
- C. a, b, c
- D. a, b, c, d

**Correct Answer: A**

Q. 4 Which out of these can lead to Repeat Call Percentage ? [M/6]

- a. Incomplete resolution
- b. Incorrect issue identification

c. Incorrect Issue resolution

- A. All A,B,C
- B. Only B, C
- C. Only A,B
- D. Only A, C

**Correct Answer: C**

Q. 5 Sarita closes her call with the following greeting:

"I hope your query is resolved. Thank you for calling ABC company. Have a nice day."  
What is missing in her closing greeting? [E/4]

- A. Giving the ticket id to the customer
- B. Asking if there is anything else the customer needs help with.
- C. Telling the customer how valuable he is to the company.
- D. Nothing is missing

**Correct Answer: C**

Q. 6 A Customer calls up the call centre demanding a pack that gives him Rs. 30 recharge free and 50 free sms. However no such packs like this exists. How should a CCE respond in this case? [M/6]

- A. Without checking, inform the customer that the pack is activated.
- B. Tell the customer that no such pack is available and hang up.
- C. Inform the customer that such a pack is not available and offer a pack that suits his usage the most
- D. Tell the customer to convert to post paid for better packs

**Correct Answer: A**

Q. 7 If the AHT for a particular call is 4 minutes, the talk time is 120 seconds, hold time is 45 seconds then what would be the wrap time? [M/6]

- A. 60 sec
- B. 65 sec
- C. 70 sec
- D. 75 sec

**Correct Answer: B**

Q. 8 Which out of these statements is correct? a) Security Check needs to be conducted for every call b) First Time resolution is an escalation protocol c) First Time resolution % is a quality parameter [E/4]

- A. A,C
- B. A,B
- C. B,C
- D. A,B,C

**Correct Answer: A**

Q. 9 Manav calls up to find out the call charges for national roaming and Rohan called up to activate national roaming pack. Which statement is true regarding their call types. **[M/5]**

- A. Manav's call is a complaint and Rohan's call is a query.
- B. Both the calls are queries.
- C. Both the calls are requests.
- D. Manav's call is a query and Rohan's call is a request.

**Correct Answer: B**

Q. 10 Which out of these is not a call quality call parameter? **[E/4]**

- A. Greeting
- B. Security check
- C. Closing
- D. Cross-selling and Up selling

**Correct Answer: A**

Q. 11 A CCE attends 50 calls in a day and he is able to resolve 40 calls in the first go. 10 calls were repeat calls as he could not resolve them in the first go. What is his repeat call percentage? **[M/5]**

- A. 0.1
- B. 0.2
- C. 0.3
- D. 0.4

**Correct Answer: C**

Q. 12 The average hold time of a CCE is coming high as per the given time limits. Which actions will help the CCE to reduce the hold time?

- a) Increasing his product and process knowledge
- b) Knowing where to retrieve the information from
- c) Chatting with the cu **[D/8]**

- A. A and B only
- B. A, B and C

- C. B, C and D
- D. All A, B, C, D

**Correct Answer: D**

Q. 13 Anup, a Call Center Executive manages to handle around 90 calls per day and thus achieves much more than the minimum of 70 calls per day. Hence, it is fine if he does not have the minimum attendance in terms of number of days. True or false? ' \_\_\_\_\_ **[D/8]**

- A. TRUE
- B. FALSE

**Correct Answer: B**

Q. 14 As per the Performance parameters a CCE should resolve 80% complaints at front end without escalations. Jatin our new executive handled 80 first level complaints and escalated 20 out of these. What is his percentage achievement on this performance parameter? [D/8]

- A. 0.8
- B. 0.75
- C. 0.9
- D. 0.25

**Correct Answer: B**

Q. 15 Alex has just joined as a CCE and he is unable to provide complete resolution on a call. What is the best option to handle this situation? [D/8]

- A. Provide Incomplete resolution
- B. Refer the problem to a supervisor or floor support available.
- C. Apologize to the customer and tell that he is unable to provide a resolution
- D. E-mail the solution to the customer.

**Correct Answer: B**

Q. 16 How can a CCE obtain sufficient information from the customers to login their query, request or complaint and resolve issues? [D/8]

- A. By asking relevant questions or probing questions and offering solutions based on the inputs received
- B. By asking the customer to visit the call center
- C. By asking the customer to write an email
- D. By asking them to send self help sms

**Correct Answer: A**

Q. 17 Total Handling time of calls made by a Call center executive is 6 hours (360 minutes). The number of calls is 80. What is his AHT in minutes? [E/4]

- A. 4.5 minutes
- B. 2 minutes
- C. 4 minutes
- D. 5 minutes

**Correct Answer: A**

Q. 18 If the minimum number of customer contacts in a day are 30 then what would be the number of customer contacts per week (5 days working) a CCE is supposed to maintain? [E/4]

- A. 125
- B. 130
- C. 140
- D. 150

**Correct Answer: D**

Q. 19 Ensuring High customer satisfaction scores is one key performance parameter of the call center. Which out of these while handling a call will lead to high Customer Satisfaction scores? [M/6]

- A. Delight customer by providing them additional information in response to their questions and complaints.
- B. Probe effectively while suggesting them any product or service
- C. Take feedback
- D. All the answer choices listed.

**Correct Answer: D**

Q. 20 Which of the following helps in wrapping the call fast:

- a. Listening actively to the customers
  - b. Paraphrasing.
  - c. Asking the relevant questions
  - d. Speaking in a crisp manner [M/6]
- A. a,b,c
  - B. b, c, d
  - C. a, c, d
  - D. a, b, c, d

**Correct Answer: D**

Q. 21 In order to ensure instant customer feedback from callers what actions are most helpful?

- a) Resolve their complaints after feedback
  - b) categorise interaction as Query , Request or Complaint
  - c) Ask whether they are satisfied with the support/ resolution [M/6]
- A. All A, B, C
  - B. Only B, C
  - C. Only A,C
  - D. Only C

**Correct Answer: D**

Q. 22 Which out of these will help the Call center executive do sales to customers who call for some service offering .

- a) Meet customer 's expectations with Service offerings available
- b) Educating about new offers/products
- c) Pitching relevant and customized [E/4]

- A. A,B,C
- B. A,B,C,D
- C. B,C,D
- D. A,C,D

**Correct Answer: A**

Q. 23 If the per day log-in time is 7 hours then out of the four CCEs whose monthly (20 days working) log-in time is up to the mark?

- a) CCE-1: Log-in time- 144 hours
- b) CCE-2: Log-in time- 105 hours
- c) CCE-3: Log-in time- 115 hours
- d) CCE-4: Log-in time- 150 ho [D/8]

- A. CCE-1
- B. CCE-4
- C. CCE-1 and CCE-4
- D. CCE-2, CCE 3 and CCE-4

**Correct Answer: C**

Q. 24 Mohit has just joined as a CCE and is taking too long on a call as he is unable to resolve the issue. What is the best option to handle this situation? [M/6]

- A. Call back the customer after some time.
- A. Refer the problem to a supervisor or floor support available.
- B. Apologize to the customer and ask him to call back again.
- C. E-mail the solution to the customer.

**Correct Answer: B**

Q. 25 Sita believes that customer satisfaction is directly related to the amount of time spent talking to the customers. Hence, the more time spent talking to a customer, the happier he/she will be. Is her belief true? [D/8]

- A. Yes, customers are happy if a Call Center Executive spends more time with them.

- B. No, customers prefer efficient and quick resolution of their concerns to long conversations with the Call Center Executive.
- C. Depends on the customer
- D. None of the answer choices listed

**Correct Answer: B**

Q. 26 A customer Mr.Dhillon is very irritated because his bill is high due to high roaming charges . You realize that his plan has no free roaming minutes. Which out of these steps will you take to satisfy this customer? a. Reassure that your company's tariffs [M/6]

- A. A,B , C
- B. A,B,C,D
- C. A,B,D
- D. B,C,D

**Correct Answer: B**

Q. 27 A CCE receives a call from a high value customer who complains that the telecom company has shared his number with other sellers, hence he is receiving unnecessary calls and messages. What actions should a CCE do in this situation? [M/6]

- A. Assure the customer, that the company protects the data of the customers
- B. Handle the call patiently with active listening
- C. Interrupt the customer to reduce call time
- D. Both a and b

**Correct Answer: D**

Q. 28 A prepaid customer wants a plan that can give him unlimited local and STD calls free. Your organisation does not offer any such voucher in prepaid but has a similar plan available in post paid. How will you handle this customer ? [D/8]

- A. Tell him that such a voucher is not available in Prepaid but an unlimited plan is available in post paid.
- B. Tell him about the offering and its benefits
- C. Migrate the customer from Prepaid to Post paid
- D. All the answer choices listed

**Correct Answer: D**

Q. 29 Which out of the below is the performance parameter of a Call Center executive? a. Resolve atleast 80% first level complaints at front end. b. Comply with Call Quality like Opening , Greeting ,Security checks , Probing, Closing . C. Correct tagging and Wra [M/6]

- A. A, B, C
- B. A,C, D
- C. A,B, D
- D. B,C D

**Correct Answer: A**

Q. 30 Rhea is unable to use her 3G services while on a vacation to a new city. She calls up to find out how she can make 3G services work. You tell her that the city she is in does not have 3G services. Rhea becomes upset upon hearing that. How will you respond **[D/8]**

- A. Tag the issue as a Query
- B. Apologise for the inconvenience and tag the issue as a Complaint
- C. Tag the issue as a Request
- D. Tag the issue as a both a Query and Complaint

**Correct Answer: B**

Q. 31 A new CCE Reema takes more time wrapping up calls & tagging calls than required. How can she reduce her time spent on wrapping & tagging calls? **[D/8]**

- A. a. By improving her typing speed
- B. b. By proper tagging in the CRM
- C. c. Both a and B
- D. d. Neither a nor b

**Correct Answer: C**

Q. 32 Reema calls for a query pertaining to weak signals in her area. You need to escalate the call so that the technical team can get in touch with Reema. While telling her this process what information you must obtain additionally? **[D/8]**

- A. Reema's e-mail address.
- B. Any alternate number she might have.
- C. The best time to contact her.
- D. The best time to contact her and any alternate number she might have.

**Correct Answer: D**

Q. 33 Match the following:

- a) Query      1) Customer wants to activate a particular service
  - b) Request    2) Customer is upset regarding his bill
  - c) Complaint 3) Customer wants to know how to activate call forwarding **[E/4]**
- A. a) - 3, b) - 1, c) -2
  - B. a) - 3, b) - 2, c) -1

- C. a) - 1, b) - 3, c) -2
- D. a) - 2, b) - 3, c) -2

**Correct Answer: A**

Q. 34 Mr. Sharma's wife calls up the call center to find out some details about Mr. Sharma's outgoing calls. She knows the correct answers all the security questions. What should Raj, the Call Center Executive do in this situation? [M/6]

- A. Share information related to Mr. Sharma's outgoing calls with Mrs. Sharma
- B. Share information related to Mr. Sharma's account with Mrs. Sharma only if she can provide the necessary security information
- C. Should not even do a security check, knowing that he is not allowed to share details of Mr. Sharma's account with anyone else
- D. None of the answer choices listed

**Correct Answer: C**

Q. 35 A customer is travelling and his number is barred due to bill not paid. He calls up your call center and asks you to unbar the number. What will you do to handle this customer? [M/5]

- A. Will refuse to unbar since he has not paid his bill
- B. Will apologise but inform the customer that he needs to pay the amount first before the services can be resumed
- C. Will ask him to pay his bill online first
- D. None of the answer choices listed

**Correct Answer: B**

Q. 36 Which out of these reasons can lead to incorrect tagging /wrap up in a call? a. Incomplete or missing notes b. Wrong drop down selection c. Spelling mistake d. High wrap up time [M/6]

- A. a,b ,c,d
- B. a,b
- C. a, c,d
- D. b,c

**Correct Answer: B**

Q. 37 Why is it important to keep the caller/customer informed of the action being taken? [M/6]

- A. It builds executive's skills
- B. It builds customer trust and experience

- C. It assures action taken is correct
- D. None of the answer choices listed

**Correct Answer: B**