

Sample Questions

Note:- a) All Questions given below are for reference purpose only. Actual question bank will vary.

b) All correct answers are marked in green color.

Customer Care Executive – Call Center

1. How would you define minimum consumer contacts?

Option a: Disinterest for contacts

Option b: Efficiency in closing call with solutions

Option c: Problem solving is not required

Option d: Consumer not interested in listening

2. Is it important to balance the total minutes spent in talking to a customer?

Option a: Yes, as it helps in saving cost for call and makes precise conversation from both ends

Option b: No, balancing may not give effective solution

Option c: Taking time in mind is not the right approach

Option d: Its importance depends from customer to customer

3. A call for information on insurance product is categorised under _____.

Option a: Complaint

Option b: Request

Option c: Query

Option d: Normal call

4. To check the expiry date of policy of a customer, what is the most important aspect?

Option a: Policy start date

Option b: Policy number

Option c: Customer name

Option d: Type of policy

5. Mr. Salvadore called up for inquiring about his account balance. You will ask for _____.

Option a: His account number and customer ID

Option b: His account opening date

Option c: Name of his spouse

Option d: No need of any details

6. How would you define complaint?

Option a: Customer asks for service activation

Option b: Customer asks for the details on tariff

Option c: An aggressive call about dissatisfaction on services

Option d: Feedback on service provided

7. A failure in finding a solution to a customer's problem should be referred to _____.

Option a: Supervisor

Option b: Colleague

Option c: Subordinate

Option d: Not required

8. An angry customer calls for good quality broadband services. It is a _____.

Option a: Complaint

Option b: Request

Option c: Query

Option d: Normal Call

9. When you provide a quick response to a customer's query, what message it convey?

Option a: A message that the customer's problems and requests are always welcome

Option b: Wrong message to customer

Option c: The company has nothing to do and is free

Option d: The company has nothing to do and is free

10. How can a customer be satisfied regarding quality?

Option a: Providing services that cover all requirements of the customer in time

Option b: Giving any information that might help him

Option c: Making fake promises

Option d: Customers can never be satisfied as they have become very greedy these days

Field Sales Executive

1. Which of the following are the parts of a process to make effective action plan to achieve defined sales target?

I. Make specific steps that will move you towards the completion of that target.

II. Always create measurable milestones.

III. Always break large tasks into smaller, more manageable chunks.

IV. Put timelines for most important points.

Choose the correct option from the following:

निम्नलिखित प्रक्रिया का कौन सा हिस्सा बिक्री के निर्धारित लक्ष्य को हासिल करने की सबसे प्रभावी कार्ययोजना है?

I. विशिष्ट कदम उठाएं, जो आपको लक्ष्य पूरा करने की तरफ ले जाएं।

II. हमेशा पूरे किए जा सकने वाले लक्ष्य ही बनाएं।

III. काम का प्रबंधन करने के लिए, बड़े काम को हमेशा प्रबन्धन योग्य छोटे टुकड़ों में करें।

IV. सबसे महत्वपूर्ण बिंदुओं के लिए टाइमलाइन लगाएं।

निम्नलिखित में से सबसे उपयुक्त विकल्प का चयन करें:

Option a: I, II and III Only

केवल I, II और III

Option b: I, II and IV Only

केवल I, II और IV

Option c: II, III and IV

II, III और IV

Option d: All I, II, III and IV

सभी I, II, III और IV

2. Which of the following is not a type of merchandise?

निम्नलिखित में से कौन सा प्रचार का तरीका नहीं है?

Option a: Glow shine board

ग्लो शाइन बोर्ड

Option b: Pamphlet

पैम्फलेट

Option c: Visiting card of the distributor

डिस्ट्रिब्यूटर का विजिटिंग कार्ड

Option d: Banners

बैनर

3. Which of the following is the time period for which calculation of total sales is done, regarding new subscriptions?

नई सदस्यता के संबंध में कुल बिक्री की गणना करने की समयावधि निम्नलिखित में से कौन सी है?

Option a: From the beginning of the current month till date

वर्तमान महीने की शुरुआत से लेकर आज तक की तारीख

Option b: From the beginning of the current week till date

वर्तमान सप्ताह की शुरुआत से लेकर आज तक की तारीख

Option c: From the beginning of the current quarter till date

वर्तमान तिमाही की शुरुआत से लेकर आज तक की तारीख

Option d: From the beginning of the current month till the end of the month

वर्तमान महीने की शुरुआत से लेकर महीने की आखिरी तारीख तक

4. Which of the following is the most appropriate way to check the availability of the stock at a retail shop?

I. By calling at the retailer's shop to get an agreed quantity of stock

II. By visiting the retailer's shop

III. By checking the of customers' base at retailer's shop

IV. By sending e-mail to the retailer

Choose the most appropriate option:

रिटेलर की दुकान पर स्टॉक की उपलब्धता की जांच करने का सबसे उचित तरीका निम्नलिखित में से कौन सा है?

I. रिटेलर की दुकान पर फोन करके एक सहमति के साथ सामान की मात्रा पता करना

II. रिटेलर की दुकान पर जाना

III. रिटेलर की दुकान पर ग्राहकों का आधार जांचना

IV. रिटेलर को ईमेल भेजकर

सबसे उपयुक्त विकल्प का चयन करें:

Option a: Only I

केवल I

Option b: Only III

केवल III

Option c: Either I or II

दोनों में से एक I या II

Option d: Either III or IV

दोनों में से एक III या IV

5. After confirming the appropriate availability of stock on call you were unable to go and collect payment from the retailer. Which of the following is the most appropriate way to collect the payment?

I. Collect the payment when you are well.

II. Ask retailer to give payment at your home.

III. Send another executive to collect payment.

Choose the most appropriate option:

आपके साथ दुर्घटना हो गई है और रिटेलर से भुगतान एकत्र करने में असमर्थ हैं। भुगतान एकत्र करने का निम्नलिखित में से सबसे उपयुक्त तरीका कौन सा है?

I. जब आप ठीक हो जाएंगे तो भुगतान एकत्र कर लेंगे।

II. रिटेलर से आपके घर पर भुगतान देने के लिए कहेंगे।

III. भुगतान एकत्र करने के लिए दूसरे एक्जीक्यूटिव को भेजेंगे।

सबसे उपयुक्त विकल्प का चयन करें:

Option a: Only I

केवल I

Option b: Only II

केवल II

Option c: Only III

केवल III

Option d: All I, II and III

सभी I, II और III

6. A retailer purchased 100 units of a product for Rs 1000, then spends Rs 500 for the promotion. What is the selling price of each product to earn 50% profit, overall?

एक रिटेलर से एक उत्पाद की 100 इकाईयां 1000 रुपये में खरीदी, उसके बाद उसने प्रचार पर 500 रुपये खर्च किए। कुल 50% लाभ कमाने के लिए प्रत्येक उत्पाद का बिक्री मूल्य क्या होगा?

Option a: Rs 15.5

15.5 रुपये

Option b: Rs 18.5

18.5 रुपये

Option c: Rs 21.5

21.5 रुपये

Option d: Rs 22.5

22.5 रुपये

7. After proposing a range of different offers on prepaid SIM a retailer asks for the details required for filling enrollment form. Which of the following will you NOT consider in this situation?

एक प्रीपेड सिम पर अलग अलग प्रस्तावों के बारे में बताने के बाद एक रिटेलर आपसे सिम के लिए आवेदन फॉर्म भरते समय जो जानकारीया भरनी होती है उनके बारे में पूछता है। इस स्थिति में आप इनमे से किसको अनिवार्य नहीं मानेंगे?

Option a: Name of the Customer

ग्राहक का नाम

Option b: Serial number of ID proof

आईडी के सबूत का क्रमांक

Option c: Address of the Customer

ग्राहक का पता

Option d: Bank account details of the Customer

ग्राहक के बैंक खाते का विवरण

8. A customer is not able to make calls from his new sim, then which of the following is/are the possible reasons for this?

- I. Documents of the customer are not verified.
- II. Customer's mobile phone is not compatible with the sim.
- III. There is no network in the mobile phone.
- IV. Mobile number was registered to another person.

Choose the most appropriate option:

ग्राहक अपने नए सिम से बात नहीं कर पा रहा, इसके संभावित कारण निम्नलिखित में से कौन से हो सकता/सकते हैं?

- I. ग्राहक के दस्तावेज सत्यापित नहीं हैं।
- II. ग्राहक का मोबाइल फोन सिम के अनुरूप नहीं है।
- III. मोबाइल फोन में नेटवर्क नहीं है।
- IV. मोबाइल नंबर किसी दूसरे व्यक्ति के नाम पंजीकृत हो गया।

सबसे उपयुक्त विकल्प का चयन करें:

Option a: I,II and III

I,II और III

Option b: II, III and IV

II, III और IV

Option c: I, II and IV

I, II और IV

Option d: I, III and IV

I, III और IV

9. Following are some of issues related to SIM/company service:

- I. Sim not activated
- II. Balance deduction for some unknown reason
- III. Less speed of internet
- IV. No signal

Which of the following issues should be resolved by customer care executives?

सिम/कंपनी की सेवा से संबंधित कुछ मामले नीचे दिए गए हैं:

- I. सिम एक्टिवेट नहीं हुआ
- II. किसी अज्ञात कारण से बकाया राशि काट ली गई
- III. इंटरनेट की कम गति
- IV. कोई सिग्नल नहीं

निम्नलिखित में कौन से मामले कस्टमर केयर एक्जीक्यूटिव द्वारा सुलझाए जाने चाहिए?

Option a: I and II only

केवल I और II

Option b: II and III only

केवल II और III

Option c: III and IV only

केवल III और IV

Option d: I and IV Only

केवल I और IV

10. Customer's network data is continuously being deducted and new offers are getting activated without his/her permission. Who among the following will solve this issue of the customer?

ग्राहक का नेटवर्क डाटा कट रहा है और नयी सुविधाएं उसकी अनुमति के बिना सक्रिय हो रही है। निम्नलिखित में से कौन ग्राहक की इस समस्या का समाधान करेगा?

Option a: Retailer

रिटेलर

Option b: Customer care executive

कस्टमर केयर एक्जीक्यूटिव

Option c: Distributer

डिस्ट्रीब्यूटर

Option d: Sales executive

सेल्स एक्जीक्यूटिव

Optical Fibre Technician

1. A way of reducing or limiting the strain in the cable during installation is to use

i. Moving Reel Method

ii Winching System

iii Stationary Reel Method

Option a: only i

only ii

only iii

All i, ii & iii

2. Work site for Optical Fibre Installation should be assessed properly for health and safety risk. When should it be assessed ?

Option a: During the work

Prior to work commencement

Post completion of work

All the given options are incorrect

3. Corning and Berk-Tech fiber are currently recommended for installation on campus. Cable from other manufacturers will be considered. All cable installed must be cleared by IST prior to installation. IST stands for:

Option a: Information Services and Technology

Information System and Technology

Information Services and Technique

Information System and Technique

4. As a Technician, where you are supposed to keep the faulty equipments ?

Store

Option a: Logistics Team

Operations Team

Finance Department

5. Normal buried cable installation methods includes activities :-

a. Ploughing

b. Trenching

c. Moiling

d. Drilling

Option a: only a

both a & b

All a,b & c

Only c

6. RCC pipes are used for additional protection of ducts. RCC stands for

Option a: Reinforcement Cement Concrete

Refined Cement Concrete

Refined Ceramic Cement

All the given options are incorrect

7. In case of any delay while performing given task, matter should be escalated as per compliance to :

Option a: Exit Policy

Finance Policy

Enterprise policy

HR Policy

8. The number of joints in an optical fibre cable should not exceed more than :

Option a: 10%

20%

25%

15%

9. Name the connecting device which is been used to join two ducts in optical fibre cable ?

Option a: End Plugs

Couplers

RCC/ GI pipes

Connectors

10. While performing cabling, You are required to adhere health and safety procedures, Legal and compliance strictly. Who is the force behind designing safety procedures ?

Option a: Organisation's Planning team

Labour

Technician

Customer

Cluster In-charge

1. 11526-Match the column (Image A)

Option a: A-R, B-Q, C-P

Option b: A-P, B-Q, C-R

Option c: A-Q, B-R, C-P

Option d: A-Q, B-P, C-R

2. 11569-Which of the given site faults can be monitored at NOC level? A. VSWR Alarm, B. DG Low Fuel, C. SMPS Rectifier Fail

Option a: A and B Only

Option b: B and C Only

Option c: A and C Only

Option d: A, B and C

3. 11576-Successful Zero Breakdown Maintenance involves?

Option a: Proper packaging of machines

Option b: Developing people and skills with which people and parts can work well together

Option c: Maintenance of the equipment's

Option d: Placement of the equipment's

4. 11526-Match the column (Image B)

Option a: A-R, B-Q, C-P, D-S

Option b: A-S, B-Q, C-P, D-R

Option c: A-R, B-P, C-Q, D-S

Option d: A-S, B-P, C-Q, D-R

5. 11532-Identify which of the following activity is a part of ensuring that civil, tower, electrical and other infrastructure are in the best condition?

Option a: Integration and performance audit of equipments installed

Option b: Fixing up the bolts of the equipments installed

Option c: Wiping of dust deposited on the equipments installed

Option d: Rebooting of the equipments installed

6. 11534-Which of the following are the elements of site quality audit checklist? A. Cable fixing on cable tray, B. Placement of equipments at designated area, C. Proper Connectorization

Option a: A and B Only

Option b: B and C Only

Option c: A and C Only

Option d: A, B and C

7. 11586-The cost reduction in the telecom operations can be achieved through: A) Site Automation, B) Security Head Count Reduction, C) Instructing vendors to control PM & Repair costs

Option a: A and B Only

Option b: B and C Only

Option c: A and C Only

Option d: A, B and C

8. 11552-How does planning the preventive maintenance program helps the business?

Option a: It helps in increasing the number of employees in a company

Option b: It helps in increasing productivity and site uptime

Option c: It helps in branding of the company

Option d: It increases the unexpected breakdown of the machines.

9. 11557-State True or False: A) OPEX can be optimized by reducing waste and streamlining supervision and intervention operation. B) Regular monitoring of KPI (average number of interventions per technician, time to repair, time in the vehicle, etc. dramatically and quickly enhances productivity.

Option a: A is True and B is False

Option b: A is False and B is True

Option c: Both A and B are False

Option d: Both A and B are True

10. Revenue of the company can be increased by: A) Increasing security head count, B) Reducing diesel cost per tenant, C) Controlling repair cost

Option a: A and B Only

Option b: B and C Only

Option c: A and C Only

Option d: A, B and C