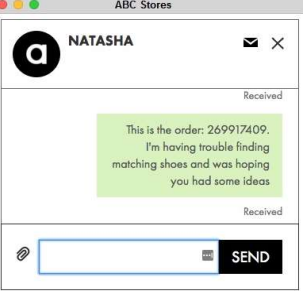



Sl No	NOS	PC	Theory/ Practical	Question Type	Difficulty Level	Question	Option A	Option B	Option C	Option D	Correct Answer
1	N3021	PC2. Read carefully, summarize, and obtain customer confirmation of your understanding of queries	Practical	ScB	D1	A customer has sent an e-mail stating that the product he received was of the poor quality than was expected. As a customer support staff, what is your understanding of the customer's e-mail?	Customer is yelling at you	Customer is unhappy with the product he received	Customer needs service for the product	Customer is showing gratitude for your service	b
2	N3021	PC1. Greet customers and verify their details, following your organization's procedures	Practical	MB	D2	As a customer support staff in an e-commerce company, you receive a chat from the customer as shown in the image below. Which of the following do you think is the correct response to this chat? 	Hi, Good morning! Thank you for contacting us. Do you mind waiting a few moments while I look into this for you?	Hi, Sorry! I cannot help you with this.	Hi, Good morning! Thank you for contacting us. Please contact our sales team regarding this.	Hi, Good morning! I'm not the right persons to assist you in this regard. Thank you for contacting us.	a
3	N3021	PC3. Express your concern for any difficulties caused and your commitment to resolving queries	Practical	ScB	D1	A customer sent an e-mail stating that he was charged for the AC installation which was mentioned as free while purchasing. What will you do in this scenario?	Apologise to the customer and then leave the issue	Apologise to the customer and assure him that you will find the solution for the inconvenience happened	Ask the customer to provide proof for the charges paid so that the necessary action will be taken	Reply to the e-mail as the installation is not handled by you	b
4	N3021	PC5. Refer queries outside your area of competence or authority promptly to appropriate people	Practical	ScB	D3	You work as a customer support staff in a finance agency and one of the customers has sent you an e-mail for buying an insurance policy worth 10 lakh for your company. However, you do not work in the insurance department. Which of the following is the correct way of responding to the customer?	"I am so sorry for the confusion, but this is not the right department that can provide sufficient information. I will be forwarding your e-mail to the respective department for assistance". Thank you	"I am so sorry for the confusion, but this is not the right department. Please contact the respective department for assistance". Thank you	"I am forwarding this e-mail on your behalf to the respective department for your assistance".	Ignore the e-mail as it is not related to your department	a
5	N3021	PC9. Obtain confirmation from customers that queries have been resolved to their satisfaction	Practical	ScB	D1	Which of the following is/are the correct way of obtaining confirmation from the customer that his/her queries have been resolved? 1. Mary, is there anything else I might help you with today? 2. Thank you for chatting with us today. Have a nice day. 3. John, do you have any other queries?	Only 1 and 2	Only 1 and 3	Only 3	1, 2 and 3	b
6	N3021	PC10. Record the resolution of queries	Theory	DC	D2	According to you, what should be the status of the query in your CRM tool, if the customer believes that the ticket has NOT been resolved?	Complaint	Open	Resolved	Awaiting customer feedback	b
7	N9001	PC1. establish and agree your work requirements with appropriate people	Practical	ScB	D1	One of your teammates from the sales department has sent an e-mail requesting for the customers' information whose queries were resolved in the previous month through e-mail. What should you do in this situation?	You will seek assistance from one of your teammates	You will confirm with your supervisor before sending the customer's details	You will share the required information immediately as he is also working for the same company	You will ignore the e-mail and will not respond to him	b
8	N9001	PC2. keep your immediate work area clean and tidy	Practical	ScB	D1	You notice that one of your teammates is littering waste papers on the floor due to work stress which is leading to an untidy work area. What should you do in the given scenario?	Immediately scold your teammate in front of every one	Speak to your teammate in a polite manner to maintain a clean and tidy workplace	Raise it to the HR department	Inform about this to your immediate reporting manager	b
9	N9003	PC1. comply with your organization's current health, safety and security policies and procedures	Practical	ScB	D1	You notice that one of your team members is not covering his nose and mouth while sneezing (who has severe cold) which may lead to the spread of flu to other team members. What is the type of hazard mentioned in the scenario?	Biological hazard	Physical hazard	Chemical hazard	Ergonomic hazard	a
10	N9003	PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	Practical	MB	D2	When you come across the scene as shown in the image given, whom should you notify this to so that immediate action is taken? 	Your teammate	HR manager	Your supervisor	Security personnel	d