

| S.NO | NOS | Question Type | Question | Option 1 | Option 2 | Option 3 | Option 4 | Correct answer | EMD | Marks | |
|------|---|--|--|---|---|---|-----------------------------------|---------------------|----------|-------|---|
| 1 | ELE/N4606. Interact with customers on telephone to resolve non-technical and technical issues | DC | Which activity is most important while attending training sessions on newly launched electronic products? | Ignoring product updates | Learning new product features and troubleshooting methods | Avoiding customer queries | Closing old complaints only | Option 2 | E | 2 | |
| 2 | | COM | Read the passage carefully and answer the question. A customer reports that their washing machine stops working whenever voltage fluctuates. The Customer Service Executive collects customer details, analyzes the possible root cause, records the complaint in CRM, and informs the customer that the issue has been forwarded to technical support for further inspection. Why did the executive analyze the root cause before escalation? | To increase complaint handling time | To identify whether external conditions caused the issue | To avoid recording complaint details | To cancel the warranty claim | Option 2 | D | 6 | |
| 3 | | FIB | A Customer Service Executive should accurately collect customer _____ details during complaint registration. | decoration | identification | packaging | advertisement | Option 2 | E | 2 | |
| 4 | | DC | Which document is commonly checked when discrepancies arise in customer information? | Movie ticket | Purchase invoice | Newspaper | Visiting card | Option 2 | E | 2 | |
| 5 | | SCB | A customer reports both sound distortion and display flickering in a television. Which questioning technique should be used to collect detailed information? | Only close-ended questions | Combination of open and close-ended questions | No questions required | Technical coding questions only | Option 2 | M | 4 | |
| 6 | | CS | Select the correct sequence for handling a customer complaint call. 1. Record complaint in CRM 2. Recap issue details to customer 3. Ask questions regarding issue 4. Collect customer details | 4 → 3 → 2 → 1 | 3 → 4 → 1 → 2 | 1 → 2 → 4 → 3 | 4 → 1 → 3 → 2 | Option 1 | M | 4 | |
| 7 | | DC | Identify the activity where the executive records customer complaint details into the CRM system. | PCB soldering | Complaint recording in CRM | Circuit assembly | Product packaging | Option 2 | E | 2 | |
| 8 | | SCB | A customer reports that their smart TV shuts down repeatedly during voltage fluctuations. What should the executive analyze first? | Customer's favorite TV channel | External factors affecting the device | Product advertisement details | Employee attendance | Option 2 | M | 4 | |
| 9 | | DC | What should a Customer Service Executive do if a query can be resolved immediately during the call? | Ignore the complaint | Provide immediate support or solution | Escalate all issues automatically | Disconnect the call | Option 2 | E | 2 | |
| 10 | | MCO | Match the customer support activity with its purpose. 1. Immediate issue resolution 2. Call escalation 3. Remote support routing 4. Same-call troubleshooting | 1-d, 2-c, 3-a, 4-b | 1-a, 2-b, 3-c, 4-d | 1-c, 2-d, 3-b, 4-a | 1-b, 2-a, 3-d, 4-c | Option 1 | D | 6 | |
| 11 | | DC | Which issue may commonly be resolved by basic troubleshooting support? | Physical motherboard damage | Software loading error | Broken display panel | Burnt SMPS circuit | Option 2 | E | 2 | |
| 12 | | SCB | A customer reports a technical issue that cannot be resolved during the call. What should the executive do? | Close the complaint immediately | Route the issue to remote technical support desk | Ignore the complaint | Ask customer to buy a new product | Option 2 | M | 4 | |
| 13 | | ELE/N4607. Profile the customer and register complaint | DC | What is the first step while registering a customer complaint? | Ignore customer details | Collect customer information accurately | Escalate the issue immediately | Close the complaint | Option 2 | E | 2 |
| 14 | | | DC | Why is customer profiling important during complaint handling? | To increase call duration | To route the issue to the correct support channel | To avoid CRM usage | To delay service | Option 2 | E | 2 |
| 15 | | | DC | Which information should be recorded in a customer complaint form? | Product details and issue description | Employee salary | Advertisement details | Office timings | Option 1 | E | 2 |
| 16 | | | DC | Identify the activity shown in the image where complaint details are entered into a system. | Product packaging | CRM complaint logging | PCB testing | Soldering process | Option 2 | E | 2 |

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| 17 | | COM | Read the passage carefully and answer the question. A customer reports that their refrigerator compressor is damaged and requires onsite inspection. The Customer Service Executive verifies that the issue falls under service coverage and forwards the complaint to the field service department. Why was the complaint redirected? | To avoid customer support | Because the issue required specialized onsite assistance | To cancel the complaint | To increase service delay | Option 2 | D | 6 |
| 18 | | SCB | A customer reports motherboard failure in a laptop. Which department should handle the issue? | Sales department | Technical support department | Packaging unit | Marketing department | Option 2 | M | 4 |
| 19 | | SCB | A customer reports overheating and unusual fan noise in a desktop computer. What should the executive record? | Product color | Detailed symptoms and faults | Customer hobbies | Employee attendance | Option 2 | M | 4 |
| 20 | | SCB | A television restarts frequently during rainy weather with unstable electricity supply. What external factor should be checked? | Wallpaper settings | Voltage fluctuation | Screen size | Product packaging | Option 2 | M | 4 |
| 21 | | DC | SLA in customer support refers to: | Software Loading Activity | Service Level Agreement | System Login Access | Service Line Analysis | Option 2 | E | 2 |
| 22 | | SCB | A customer's washing machine issue cannot be resolved during the call. What should the executive do next? | Ignore the complaint | Escalate the issue to specialized support | Delete complaint | Disconnect the call | Option 2 | M | 4 |
| 23 | | DC | Which issue can commonly be resolved directly by customer support? | Broken motherboard | Software loading issue | Physical panel damage | Burnt SMPS | Option 2 | E | 2 |
| 24 | | MCO | Match the customer support activity with its purpose. 1. Customer satisfaction confirmation 2. Sharing issue details with helpdesk 3. Complaint escalation 4. Immediate troubleshooting | 1-d, 2-a, 3-c, 4-b | 1-a, 2-b, 3-d, 4-c | 1-c, 2-d, 3-b, 4-a | 1-b, 2-c, 3-a, 4-d | Option 1 | D | 6 |
| 25 | DGT/VSQ/N0101.Em ployability Skills (30 Hours) | DC | Which behavior demonstrates good communication manners? | Interrupting others | Speaking politely and listening carefully | Shouting during conversation | Ignoring customer queries | Option 2 | E | 2 |
| 26 | | DC | Which information should never be shared while using digital banking services? | Account holder name | OTP and ATM PIN | Bank branch name | Account type | Option 2 | E | 2 |
| 27 | | SCB | A team member with hearing impairment joins the workplace. What is the most appropriate behavior? | Ignore the team member | Communicate respectfully and support inclusiveness | Avoid assigning work | Make fun of the disability | Option 2 | M | 4 |
| 28 | | DC | A learner receives an email asking for banking details through an unknown link. What should the learner do? | Open the link immediately | Avoid clicking the link and report it | Share bank details | Forward the link to friends | Option 2 | M | 4 |
| 29 | | SCB | A person borrows money from an unauthorized lender charging very high interest. What challenge may arise? | Better financial planning | Financial and legal problems | Increased savings | Government rewards | Option 2 | M | 4 |
| 30 | | SCB | A customer asks for a low-cost smartphone with long battery backup. What should the salesperson do? | Suggest the most expensive phone | Identify customer requirements and recommend suitable options | Ignore customer budget | Force unnecessary accessories | Option 2 | M | 4 |