

2022

Information Technology ES (Vocational)

Total marks : 50

Time : 2 hours

General instructions :

- i) *Approximately 15 minutes is allotted to read the question paper and revise the answers.*
- ii) *All questions are compulsory except Q. nos.18 to 23 where general option is given.*
- iii) *The question paper consists of 23 questions.*
- iv) *Marks allocated to every question are indicated against it.*

N.B: *Check to ensure that all pages of the question paper are complete as indicated on the top left side.*

1. **Choose the correct answer from the given alternatives:** **10x1=10**
- i. Choose the correct example of oral communication
 - (a) reports
 - (b) newspapers
 - (c) face to face interactions
 - (d) notes
 - ii. A group of words that communicates a complete thought is a
 - (a) subject
 - (b) word
 - (c) paragraph
 - (d) sentence
 - iii. What makes you complete your work or studies without others cheering you?
 - (a) self-confidence
 - (b) self- motivation
 - (c) responsibility
 - (d) self-esteem
 - iv. Which of the following can help you manage time better?
 - (a) talking to friends
 - (b) making to do list
 - (c) play time
 - (d) watching movie
 - v. Undo, cut, copy and paste are _____ commands
 - (a) view
 - (b) edit
 - (c) styles
 - (d) file
 - vi. Which short cut key will you use to start the spell checker?
 - (a) F 1
 - (b) F 5
 - (c) F 7
 - (d) F 9
 - vii. The process through which entrepreneurs can come up with solutions to improve their business
 - (a) decision making
 - (b) business idea
 - (c) problem solving
 - (d) customer service
 - viii. In a small village, there is limited water supply of pure drinking water, an entrepreneur sets up business of selling water. Choose the business idea
 - (a) event based ideas
 - (b) seasonal based idea
 - (c) problem solving
 - (d) internet driven ideas
 - ix. Agriculture is the most important part of our economy because it provides us with
 - (a) health
 - (b) shelter
 - (c) clothing
 - (d) food

- x. Who is responsible for the success of green economy in our country?
 - (a) government
 - (b) social worker
 - (c) individual citizens
 - (d) all the above

Answer the following questions in one word or one sentence:

- 2. Give the full form of KPO. 1
- 3. Mention any two skills required for the role of CRM domestic voice. 1
- 4. What is an abandoned call? 1
- 5. What is a complaint? 1
- 6. Define CRM. 1
- 7. What is a call list? 1
- 8. Mention any two skills required for telesales. 1
- 9. List any two common health issues. 1

Answer the following questions in 20-50 words:

- 10. Differentiate between inbound and outbound calls. 2
- 11. Define HRO. 2
- 12. What is meant by information security? 2
- 13. Mention two characteristics of a confused customer. 2
- 14. List any four points while introducing yourself during a collection call. 2
- 15. What is call scripts? 2
- 16. Mention any four skills required for generic competence. 2
- 17. Give any two precautions to minimize the impact of occupational hazards. 2

Answer any four from the following questions in 60-100 words:

- 18. Explain briefly the four sectors of IT industry. 4
- 19. List any four roles and responsibilities of CRM domestic voice representative. 4
- 20. List any two do's and don't's each of telephonic conversation etiquette. 4
- 21. What is a form? Write the three steps to create a form. 1+3=4
- 22. Mention any four Standard Organizational Policies that a CSR will have to follow. 4
- 23. Explain briefly any four potential sources of hazards in an organization. 4
