

2021

INFORMATION TECHNOLOGY (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) *The question paper consists of 30 questions. All questions are compulsory.*
- iii) *Marks allocated to each question are indicated against it.*

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

Choose the correct answer from the given alternatives:

1. The purpose of communication is to _____ . 1
(a) inform (b) influence
(c) share thoughts, ideas, feelings (d) all of the above

2. What are the words we should use when we communicate verbally? 1
(a) Use straight words (b) Use simple words
(c) Use precise words (d) Use fixed words

3. _____ is a feeling of certainty that something exists and is true, especially one without proof. 1
(a) Values (b) Beliefs
(c) Friendship (d) Superstition

4. Which of the following is an example of ability? 1
(a) I am good at athletics or sports (b) I like to learn by doing
(c) both (d) none

5. Which of the following is a word processor? 1
(a) Google Docs (b) Libre Office Writer
(c) Microsoft word (d) All of the above

6. Which menu option has the commands save, print and close? 1
(a) Insert (b) File
(c) Tools (d) Format

7. _____ is a person who tries to meet needs of a customer through new ideas or ways of doing business. 1
(a) Employee (b) Entrepreneur
(c) Entrepreneurship (d) None of the above
8. The different types of business that exists in the market are _____. 1
(a) Trading (b) Services
(c) Both (d) None
9. The important sector of Green economy includes _____. 1
(a) agriculture (b) forestry
(c) both (d) none
10. Which mission aims to clean up Indian cities, town and villages? 1
(a) Green India mission (b) National Green Tribunal
(c) National Solar mission (d) Swachh Bharat Abhiyan

Answer the following questions in about 10-20 words:

11. What is outbound call? 1
12. What is inbound call? 1
13. Write a short note on process associate voice. 1
14. What is holdscripts? 1
15. What is an outbound script? 1
16. List two characteristics of CRM. 1
17. Write a short note on Front office. 1
18. What are hazards? 1

Answer the following questions in about 20-60 words:

19. Differentiate between domestic call center and international call center. 2
20. Write a short note on personal attributes. 2
21. Give any four reasons why different scripts are used. 2
22. Name any four dimensions of customer interactions. 2
23. Name any four CRM software available in the market. 2
24. Explain the two characteristics of a well-designed CRM. 2

- 25. Write any four benefits of having workplace policies. 2
- 26. Mention any four types of accidents that may occur in an organization. 2

Answer the following questions in about 60-100 words:

- 27. Explain the guidelines to be followed while identifying and reporting accidents. 4
- 28. Describe how one should be aware in order to handle emergencies. 4
- 29. Explain the four steps involved in inbound call process. 4
- 30. How many stages are there in a telephonic interaction? Explain. 4
