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**

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