Theory:

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	What is a key responsibility of a Customer Care Executive regarding daily targets and specific unresolved customer queries?	Effective communication with seniors	Setting daily targets with seniors	Guiding and supporting customers	Promptly resolving customer queries	Choice 3
2	Why is it important to attend training sessions on the latest versions of products and technologies?	To enhance knowledge and proficiency in using updated features	To avoid using new features altogether	To maintain status quo in technological knowledge	To rely solely on user manuals for guidance	Choice 1
3	Why is it important for a company to collect a customer's annual maintenance contract (AMC) reference number?	For marketing purposes	For verifying warranty status	For sending promotional emails	For tracking customer complaints	Choice 2
4	In a scenario where a customer complains about sudden shutdowns of their computer system, what steps can be taken to analyze if the issue is due to customer negligence?	Check the computer's event logs for user actions	Upgrade the computer's software	Replace the computer's hard drive	Install additional cooling fans	Choice 1
5	What is a key responsibility of a Customer Care Executive in relation to ensuring that calls are closed within the specified time mentioned in the Service Level Agreement (SLA)?	Providing accurate and timely resolutions to customer issues	Monitoring and managing call queues effectively	Escalating unresolved issues to the appropriate department	Following up with customers to ensure satisfaction	Choice 1
6	Which of the following software can be used in order collect the customer details?	MATLAB	Enterprise resource planning (ERP)	Photoshop	Netbeans	Choice 2
7	A customer is having an issue with his mobile phone and wants assistance. Which of the following must be recorded to profile the customer query?	Annual Maintenance Contract(AMC)	Warranty/guarantee period	Retail or Corporate customer	All of the given options	Choice 4
8	Customer's query along with his accurate details must be recorded on the internal software.	TRUE	FALSE			Choice 1
9	Which of the following information is not relevant to be provided to the technical team before transferring the query?	Type of issue	Symptoms of the issue	Future impact of the issue	Measures taken to resolve the issue	Choice 3
10	What will you do after closing the call?	Register query as open in query management tool	Update call closure in query management tool	Call the senior every time to update the closure	Make a note of closure on writing pad	Choice 2

Practical and Viva:

S No.	Question Text	Suggestion Solution	Question Type
1	A customer calls and complaint that his computer is not booting Attend the call and provide solution	**Candidate response:** 1. Picks the call 2. Greets the customer 3. Listen the request 4. Asks for customer information like: Name, Number 5. Confirms the details 6. Ask open and close ended question like: i. Which operating system are you using ii.Is the problem occurred in past also 7.Provide solution like: i. Disconnect the power and restart ii. Reset the bios iii. Check recent changes etc. 8. If problem still does not solve transfer call to technical department	Practical
2	You are calling a customer, how you will make the customer comfortable on call?	**Candidate response:** 1.Greet the customer first 2.Describe customer service 3. Show genuine interest in customer 4.Explain benefits of product 5.Offer money back guarantee if company provides	Viva