



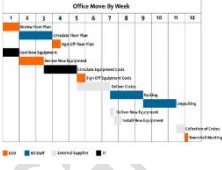


SSC/Q2202 – Associate Customer Care (Voice & Non-Voice) – V3

Review Date - 01/06/2025

S NO.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	What should be starting step of any sales or collection pitch?	Offering multiple payment options	Offering stakes	Aligning the sales with their vertical	Focusing on any existing problem	Choice 4
2	A customer recently purchased a phone. Which peripheral will you suggest while cross-selling?					Choice 1
3	A customer complained of receiving an incomplete package by sending a video of opening the package. What step will you take?	Connect them to the manager	Replace the order	Verify the order ID	Contact the dispatch official	Choice 3
4	What is the function of the chart shown in the given image? 	Register complaints	Manage time	Manage human resources	Manage the existing database	Choice 2

5	Which of the following gestures or actions may be considered as disrespectful while conversing with a colleague?	Use non-blaming language	Maintain clear facial expressions	Stand rigid	Maintain direct eye contact	Choice 3
6	You got a minor electric shock from the system. What will you do regarding the issue?	Inform maintenance manager	Raise the issue in further meetings	Call an electrician	Inform the HR manager	Choice 1
7	What action should be taken in case an earthquake occurs at your workplace?	Get out of the building from the emergency exit	Take shelter wherever possible	Turn of all the switches	Pull out the fire extinguisher	Choice 2
8	Which of the following actions can make a place inclusive for a deaf employee? 1. Look directly into the camera when speaking in case of a video call 2. Take minutes or notes during meetings and have them distributed 3. Incorporate braille signage at all the corner points. 4. Give visual charts to them for easy communication. 5. Reduce any kind of background noise.	1, 2 & 3 only	2, 3, 4 & 5 only	1, 2, 4 & 5 only	2, 4 & 5 only	Choice 3

9	<p>A customer wants to pay via a debit card while purchasing a product and has asked you for clarifying the steps. Arrange the following steps in the correct order.</p> <ol style="list-style-type: none"> 1. Enter your 6 digit 3D Secure PIN or One time password 2. Enter the details like Debit Card No, Expiry Date, CVV printed on your Card 3. Select Debit/Credit Card as payment option 4. Select the products you want to buy and choose to check out 5. Visit your merchant website 	5>4>3>2>1	1>3>2>5>4	5>3>2>1>4	3>4>5>2>1	Choice 1
10	<p>Which of the following actions can be taken by you in order to maintain a clean and tidy workspace?</p> <ol style="list-style-type: none"> 1. Use chemicals to prevent or destroy microbes 2. Remove solid waste from the table and dispose it into the designated dustbin 3. Arrange all the materials/objects lying on the table as per the necessity 4. Mop the desk by removing all the materials from it 	2 & 3 only	1 & 4 only	2 only	3 only	Choice 4

11	<p>Identify the examples of cross selling a product from the following options.</p> <ol style="list-style-type: none"> 1. Offering a phone with a bigger screen and a better camera 2. Offering a TV that has more USB ports and larger screen size 3. Offering a set of air pods to be purchased along with a phone 4. Offering woofers to set up home theatre on purchasing a TV 5. Offering a cloth of higher quality and price 	3 & 4 only	2 & 5 only	1& 4 only	3 & 5 only	Choice 1
12	<p>A sales funnel can be used to represent a customers journey process. Below given are the general stages that a successful sales funnel goes through. Arrange the same in the correct order.</p> <ol style="list-style-type: none"> 1. Interest 2. Awareness 3. Action 4. Decision 	3>2>1>4	2>1>4>3	2>1>3>4	1>4>2>3	Choice 2

13	<p>Customer service is the support that is offered to the customers, both, before and after their purchase of any product or service. Offering good service is vital for retaining customers and growing one's business. A customer service team consists of multiple job roles. The organizational structure consists of a relationship manager, call center representative, customer service manager, etc.</p> <p>Which particular person specifically supports a customer after their purchase of a product or service along with configuring and setting up of the product?</p>	Account manager	Relationship manager	Implementation specialist	Chief customer officer	Choice 3
14	<p>Personalization is all about knowing a customer. Any service can be personalized by knowing the exact need of a customer. Personalization targets particular groups and segments of people. Simple sets of rules are followed to personalize the experience for a customer. It helps us</p>	2, 4 & 5 only	1, 2 & 3 only	2 & 3 only	1 & 3 only	Choice 2

	<p>narrow down the special offers and discounts.</p> <p>Which of the following are considered in a rule-based personalization process?</p> <ol style="list-style-type: none"> 1. Geographical location of a visitor 2. Keywords used by the customer while finding the site 3. Behavioral patterns including viewed pages 4. Multiple contact numbers used while handling pages 5. Number of family members using one ID 															
15	<p>An outbound call is initiated by an outbound call center agent to a customer on behalf of a call center or client to promote products or services. With respect to the same, match the following types of outbound calls with the scenarios in which they are used:</p> <table border="1" data-bbox="191 1493 428 1661"> <thead> <tr> <th>Types of outbound calls</th> <th>Scenarios</th> </tr> </thead> <tbody> <tr> <td>1. Post-sales follow-up</td> <td>a. To connect with the public and collect market preferences</td> </tr> <tr> <td>2. Marketing research</td> <td>b. To provide solutions to customer queries and offer solutions</td> </tr> <tr> <td>3. Telemarketing</td> <td>c. To obtain feedback from the customers about the sold product</td> </tr> <tr> <td>4. Customers service calls</td> <td>d. To inform customers about the products and services provided by the company</td> </tr> </tbody> </table>	Types of outbound calls	Scenarios	1. Post-sales follow-up	a. To connect with the public and collect market preferences	2. Marketing research	b. To provide solutions to customer queries and offer solutions	3. Telemarketing	c. To obtain feedback from the customers about the sold product	4. Customers service calls	d. To inform customers about the products and services provided by the company	1-c, 2-b, 3-d, 4-a	1-d, 2-c, 3-a, 4-b	1-b, 2-a, 3-d, 4-c	1-c, 2-a, 3-d, 4-b	Choice 4
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