SSC/Q2211 – Customer Care Domestic Non-Voice – V3
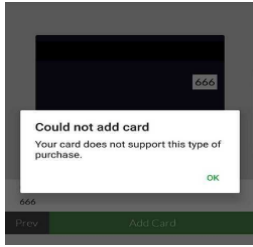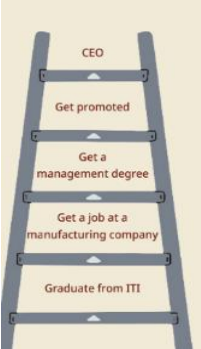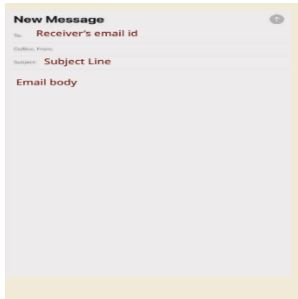## Review Date - 01/06/2025

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	Identify the correct functions of a query management tool from the given options. 1. Categorizing queries 2. Prioritizing issues 3. Documenting resolutions 4. Preparing invoices 5. Billing of products	1, 2, 4 & 5 only	1, 3, 4 & 5 only	2, 3 & 4 only	1, 2 & 3 only	Choice 4
2	There are different kinds of queries raised by customers on regular basis. Sometimes typical queries are raised that can fall outside of a person's competence. In a situation like this, what steps will be taken in order to resolve query at the earliest possible? 1. Escalate the query to relevant team 2. Ask customer review via email 3. Follow-up with the support team 4. Update the organization's knowledge base	1, 2 & 4 only	2, 3 & 4 only	3 & 4 only	1 & 3 only	Choice 4

3	A customer raises a query regarding his payment not getting processed as represented in the image. What action must be taken first for this query?	Ask the subject matter expert to look into the complaint	Ask customer for his/ her order id	Ask the customer to try different mode of payment	Ask the technical team to look into the complaint	Choice 2
4	Which of the following is the best way to take affirmation of a customer regarding resolution of his query?	Are you satisfied with the resolution?	I hope your query has been resolved.	Do you approve of the resolution?	I've solved your problem.	Choice 2
5	A customer wants to enquire about the progress of his parcel via email due to the incorrect presentation of the order progress on website. Arrange the following steps in order to create a correct response. 1. Consult IT department for anomalies 2. Check the status of product 3. Verify product details 4. Respond to the query 5. Obtain order ID from customer	3>1>2>4>5	5>1>2>3>4	5>3>2>1>4	5>3>1>4>2	Choice 3

| 6 | Which of the following steps correctly represent the process of query resolution?

1. Follow standard scripts for query response
2. Gain clarification and confirmation on customer needs
3. Be specific while looking for resolution
4. Take guidance from subject matter expert, if required
5. Give link of the database to the customer
6. Share previous cases with the customer if required | 2, 3, 4 & 5 only | 1, 3 & 6 only | 1, 2, 3 & 4 only | 3, 5 & 6 only | Choice 3 |
|---|---|---|---|---|---|---|
| 7 | Many a times this remains unknown whether the resolution to the query was as per the customer's requirement or not. To achieve the best results, we should continuously improve by interacting with customers and understand their needs. Which of the following steps will prove to be useful in this case?

1. Creating feedback and suggestions form
2. Installing chat bot for customer query
3. Asking customer review via email
4. Requesting customer reviews via SMS | 1, 3 & 4 only | 2, 3 & 4 only | 1, 2 & 4 only | 1 & 4 only | Choice 1 |
| 8 | Letters and emails belong to which of the following types of communication? | Verbal communication | Visual communication | Written communication | Non-verbal communication | Choice 3 |

9	Which of these corresponds to the parts that you can use to send instructions from outside the computer?	Input Unit	Output Unit	Central Processing Unit	Wireless unit	Choice 1
10	Which of the following is correctly depicted through the image given below?	Hierarchy	Career development	Management principles	Manufacturing principles	Choice 2
11	Which of the following portions of the email format shown below depicts the email's content?	Subject	Email Body	Receiver email id	In Notes with email	Choice 1

12	Which of the following can be interpreted from the given image?	Gender inclusive workplace	Gender biased workplace	Remote work culture	Hazardous workplace	Choice 1
13	You get a call on your phone. A person tells you that they are calling you from the bank. They ask you to share your debit card PIN with them. What must you do?	Do not share the PIN	Share the PIN with the person in call	You ask him to call again	You text the pin in messages	Choice 1
14	Hiring managers or employers do not typically look for which of these skills before hiring personnel?	Communication skills	Interpersonal skills	Leadership skills	Family glory	Choice 4
15	Identify the image that depicts form one of the pillars of the democracy.	Justice	Press	Citizenship	Executive	Choice 1