Theory:

S No.	Question Text	Choice 1	Choice 2	Choice 3	Choice 4	Correct Choice
1	When a customer is unsure about which product would best suit their needs, what should you do?	Understand needs through questions, recommend product.	Suggest a random product.	Advise customer to decide on their own.	Direct to a competitor.	Choice 1
2	When a computer system is running slow, which step from the SOP should be followed first?	Restart the computer	Delete all files	Buy a new computer	Ignore the issue	Choice 1
3	Which ESD standard is commonly followed for handling Printed Circuit Boards (PCBs) in electronic manufacturing facilities?	ANSI/ESD S20.20	ISO 9001	IEEE 802.11	ASTM D638	Choice 1
4	Which of the following operating systems is commonly used for desktop computers?	Android	Windows 10	iOS	Ubuntu	Choice 2
5	In a VRM circuit, if the multimeter shows fluctuations in the voltage output, which component could be a potential cause of the issue?	Loose connection in the circuit	Damaged resistor	Faulty capacitor	Overloaded power supply	Choice 3
6	While replacing a malfunctioning desktop computer monitor, which cable should you ensure is securely connected to the computer?	USB cable	Power cable	HDMI cable	VGA cable	Choice 3
7	After installing the battery in the laptop as per the manual, which of the following network connection types should be preferred for a faster and more secure connection?	Wi-Fi connection	Public Ethernet connection	Bluetooth connection	Wireless hotspot connection	Choice 1
8	What type of interface would ensure seamless connectivity between a scanner and a laptop?	HDMI	USB 3.0	VGA	Ethernet	Choice 2
9	If a computer system displays random characters on the screen during startup, which diagnostic tool can help identify faults in the RAM module?	Headphones	Ethernet cable	Mouse	POST card	Choice 4

| 10 | Why is it important to back up laptop data before maintenance activities? | To speed up the repair process | To avoid losing important files | To test the back-up software | To upgrade the operating system | Choice 2 |

Practical and Viva:

S No.	Question Text	Suggestion Solution	Equipment Required	Question Type
1	Perform the task of installing a router and a modem with a system.	1. The candidate has connected the modem and the router with the system. 2. The candidate has installed the network hardware driver on the system. 3. The candidate has configured the router and the modem according to the customer's requirement. 4. The candidate has rechecked and ensured proper functioning of the network.	1. Modem 2. Router 3. Cables 4. System	Practical
2	How should you behave in order to enhance the customer satisfaction level?	The candidate should listen and understand the customer's problem. The candidate should provide the appropriate solution according to the problem. The candidate should greet the customer and talk to him/her politely. The candidate should clean the area and ensure that no tools are lying on the floor.		Viva