Eduquity Career Technologies Pvt Ltd

Modular Employable Skills

[Ministry of Labour, Government of India]

Course: Non-Voice Business Process Outsourcing (Theory Examination)

Duration: 30 Min. Max Marks: 30 Marks

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Assessor Name & Signature   *Candidate Name & Signature*

Instructions:Question 1- 30: Read each of the following multiple-choice items and the possible answers carefully. Mark the letter of the correct answer on your answer sheet or as instructed by your teacher. 1x30=30 Marks

1. Which of the following methods cannot be used to enter data in a cell?
    a) Pressing an arrow key
    b) Pressing the tab key
    c) Pressing the Esc key
    d) Clicking the enter button to the formula bar

2. You can activate a cell in MS Excel by:

    a) Pressing the Tab key
    b) Clicking the cell
    c) Pressing an arrow key
    d) All of above

3. Your German supplier still invoices for parts in deutsche marks. How can you have Excel convert those sums to Euros?
    a) On the Insert menu, click Symbol and from the currency symbols subset, select the Euro sign.
    b) On the tools menu, click Add-Ins, and select the Euro Currency Tools check box
    c) Apply a selected background color
    d) All of above

4. What does the VLOOKUP function do?

    a) Looks up text that contain 'v'
    b) Checks whether text is the same in one cell as in the next
    c) Finds related records
    d) All of above

5. Which types of charts can excel produce?

    a) Line graphs and pie charts only
    b) Only line graphs

c) Bar charts, line graphs and pie charts

d) Bar charts and line graphs only

6. In MS Excel, which option is used to save the current workbook file with a new name?

   a) Save
   b) Open
   c) New
   d) Save as

7. In MS PowerPoint, which option allows us to view all the slides at the same time?

   a) Slide view
   b) outline view
   c) Normal view
   d) Slide Master

8. Alt+Ctrl+Del is used to

   a) Shut down a Computer
   b) Refresh a Computer
   c) Shut down one of the programs which is running
   d) Reboot a computer

9. The boot procedure means

   a) Microprocessor sends a command to computer's read only memory chips
   b) Runs computer's basic input output system (BIOS) boot program.
   c) It loads the operating system into the main memory.
   d) All the above.

10. To resolve any issue related to network or internet connectivity, we have to take the help of?
    a. Windows Media Player
    b. Network Troubleshooter
    c. Backup and Restore
    d. Sticky notes

11. Hazard signs are identified by which color?

    a. Yellow

    b. Blue

    c. Green

    d. Red

12. What is first aid?
    a. Completing a primary survey
    b. The first help given to the victim of an accident
    c. Assessing a victim's vital signs
    d. Treating a victim for shock

13. The accepted treatment for a nose bleed is:
    a. Use direct pressure, elevation and pressure points to control the bleeding
    b. Tilt the head back and tightly squeeze the nostrils
    c. Have the victim lean forward. Apply gentle pressure on the nostril. Apply cold towels.
    d. Lay the victim on his back and treat for shock. Apply heat if available

14. Ethics deals with
   a. Complying with the law
   b. Principles for acceptable conduct
   c. Persuading customers
   d. Expressing opinions

15. How are the calls that are initiated by the Company to its customers is called?
   a) Outbound Calls
   b) Inbound Call
   c) Customer Call
   d) Courtesy Call

16. Transcription usually deals with Conversion From
   a) One format to another.
   b) One language to another
   c) Technology to technology
   d) Paper to paper

17. Outsourcing involves work done by
   a) Own Company.
   b) Parent Company
   c) Vendor Company
   d) Government

18. What does the phrase 'front end' refer to?
   a) Front portion of the BPO firm
   b) User Interface
   c) Data processing
   d) None of the above

19. Why do companies outsource their work?
   a) to focus on core activities
   b) cost saving
   c) Access to special enterprise that has expertise in the domain.

   d) All of the above

20. Which of this is not a voice based BPO process?
   a) Chat based processes
   b) To talk to the client and sell the products
   c) Follow voice and spoken English protocols
   d) To discuss the troubleshooting process over the phone with the client

21. What is the difference between Domestic BPO and International BPO?
   a) Domestic BPO has only native citizens of the country whereas International BPO has non-native citizens as well
   b) Domestic BPO handles business of companies within the country whereas International BPO handles the business of companies overseas
   c) Domestic BPO only sells products whereas International BPO also assists in troubleshooting
   d) Domestic BPO do not pay tax whereas International BPO does

22. What is ISO-9000?
   a) Series of quality standards developed by ISO
   b) International BPO functioning in 65 countries worldwide
   c) A group of 9000 companies authorized to undertake services in different fields

d) Financial Consultants of the BPO sector in India

23. Why US companies prefer to outsource their work to Indians?
    a) US workforce is not as skilled as Indian workforce
    b) Cheap Indian Labor
    c) US market is saturated with BPOs
    d) People don't want to work in BPOs in US

24. Which of the following statements is correct:
    a) An European visited India
    b) An European visited the India
    c) A European visited India
    d) A European visited the India

25. Read the following sentences and answer
    A. He is an honest businessman
    B. He is a honest businessman.
       a) Only A is correct
       b) Only B is correct
       c) Both are correct
       d) Both are incorrect

26. What is the full form of ITes?
    a) Information Technology Enabled Services
    b) International Technology Embed Services
    c) Information Technology Embedded Sector
    d) International Territory of Enabled Services

27. Which of the following can serve as a medium of internet marketing?
    a) Websites
    b) Pop-up advertising
    c) E-mails
    d) All of the above

28. Insert Date, Format Page Number, and Insert AutoText are buttons on the _____ toolbar.
    a) Formatting
    b) Header and Footer
    c) Standard
    d) Edit

29. MS Word has a list of predefined typing, spelling, capitalization, and grammar errors that _____ can detect and correct.
    a) AutoEntry
    b) AutoCorrect
    c) AutoAdd
    d) AutoSpell

30. A business letter should begin with a word
    a) Dear Mr./Madam. _____
    b) Sir
    c) Dear All
    d) Madam