

Q 1. Which of the following is an example of a non-voice channel in customer service?

- A. Phone call
- B. Mail
- C. Chat
- D. Option B & C

Answer D

Q 2. What does SLA stand for in customer service?

- A. Service Level Agreement
- B. Service Level Assessment
- C. Service Level Analysis
- D. None of the above

Answer A

Q 3. What is the purpose of a CRM system in customer service?

- A. To manage customer relationships
- B. To track customer interactions
- C. To analyze customer behavior
- D. All of the above

Answer D

Q 4. Which of the following is a key skill for a customer care executive?

- A. Active listening
- B. Time management
- C. Technical knowledge
- D. All of the above

Answer D

Q 5. What is the primary role of a non-voice customer care executive dealing with domestic customers?

- A. To provide technical support
- B. To sell products and services
- C. To handle customer complaints and queries
- D. To manage customer data

Answer C

Q 6. What skills are essential for a Customer Care Executive - Domestic - Non-Voice?

- A. Good communication skills
- B. Knowledge of the product or service

- C. Patience and empathy
- D. All of the above

Answer D

Q 7. Which of the following is an important quality for a Customer Care Executive - Domestic – Non Voice to possess?

- A. Ability to work independently
- B. Ability to work in a team
- C. Ability to multitask
- D. All of the above

Answer D

Q 8. What is the most important skill for a Customer Care Executive to possess in a non-voice, remote setting?

- A. Good handwriting
- B. Excellent typing speed
- C. Loud and clear voice
- D. Sharp memory

Answer B

Q 9. Which of the following is NOT a responsibility of a customer care executive-domestic-non-voice ?

- A. Responding to customer queries through emails or chat
- B. Providing technical support to customers
- C. Selling products to customers
- D. Handling customer complaints

Answer C

Q 10. What is the primary goal of a customer care executive-domestic-non-voice?

- A. Selling products to customers
- B. Resolving customer queries and complaints
- C. Conducting market research
- D. Promoting the company's brand

Answer B

Q 11. What is the meaning of employability skills?

- A. Skills that help you get a job
- B. Skills that help you keep a job
- C. Skills that help you advance in your career
- D. All of the above

Answer D

Q 12. What are some important communication skills for employability?

- A. Listening, speaking, and writing
- B. Listening, speaking, and reading
- C. Speaking, writing, and typing
- D. Speaking, reading, and typing

Answer A

Q 13. What is the importance of time management skills in the workplace?

- A. They help you complete tasks efficiently
- B. They help you prioritize tasks
- C. They help you meet deadlines
- D. All of the above

Answer D

Q 14. What is teamwork?

- A. Working alone to accomplish a goal
- B. Working with others to accomplish a goal
- C. Competing with others to accomplish a goal
- D. None of the above

Answer B

Q 15. What are some examples of problem-solving skills?

- A. Analyzing data and identifying patterns
- B. Brainstorming and generating ideas
- C. Identifying alternative solutions
- D. All of the above

Answer D

Q 16. What is the importance of adaptability in the workplace?

- A. It helps you adjust to changing circumstances
- B. It helps you learn new skills and technologies
- C. It helps you remain productive
- D. All of the above

Answer D

Q 17. What is the importance of leadership skills in the workplace?

- A. They help you manage people and resources
- B. They help you inspire and motivate others
- C. They help you make effective decisions
- D. All of the above

Answer D

Q 18. What are some examples of customer service skills?

- A. Active listening and empathy
- B. Conflict resolution and problem-solving
- C. Patience and understanding
- D. All of the above

Answer D

Q 19. What is the importance of networking in the workplace?

- A. It helps you build relationships with colleagues and clients
- B. It helps you gain new opportunities and insights
- C. It helps you establish your professional brand
- D. All of the above

Answer D

Q 20. What are some examples of digital literacy skills?

- A. Using email and social media
- B. Using spreadsheets and databases
- C. Using word processing and presentation software
- D. All of the above

Answer D