

QUESTION BANK FOR

Q 1 . In terms of minimum call login time, there are the numbers of callers that hang up before an agent answers is called Abandonment Rate. The global metric for Abandonment Rate in the call center is between

- A. 10%
- B. 5-8%
- C. 7-10%
- D. More than 11%

Answer B

Q 2. Helpdesk, Troubleshooting or Order taking Services where the voice calls of customer is attend by customer care executives is termed as-

- A. Inbound
- B. Outbond
- C. Both correct
- D. None of these

Answer A

Q 3. If the time limit of holding a call is 1 minute and executive wants more time to solve a query, what should he do?

- A. Before keeping on hold he should tell customer that he will keep them on hold for more than 1 minute.
- B. He should un-hold a call before 1 minute and ask the customer to hold again.
- C. Keep the call on mute after 1 minute.
- D. Keep the call on mute rather than to keep call on hold.

Answer B

Q 4.The average number of minutes customer is put on hold is abbreviated as-

- A. ACHT
- B. AHT
- C. ACW
- D. TAT

Answer B

Q 5. If company hired you for daily 8 hours of login time and you are giving 20 minutes less for three days, how will you cover that time? (Given it is a 6 day working policy)

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- A. Stop wrapping up calls for three days.
- B. Do not take breaks.
- C. To increase call time rate
- D. Giving extra 20 minutes of extra time for next three days

Answer D

Q 6. Average Call Handling time (ACHT) should be less for CCE. Sometimes the customers are the reason to due to which ACHT increases. So how will u decrease your ACHT?

- A. By trying to solve the problem of the customer in a single call so he doesn't call again for the same reason
- B. By putting calls on hold for the lowest possible duration.
- C. By dealing in an unfriendly way with the customer
- D. Reading about ACHT process

Answer B

Q 7. On categorizing customer, a contract between a service provider and the end user customer that defines the level of service expected from the service provider is called SLA

- A. True
- B. False
- C. Can't say
- D. Inappropriate question

Answer A

Q 8. What is the necessary things you have to ask to customer to verify their account?

- A. a. Name b. Registered mobile number c. Email address
- B. a. Name b. Account number c. Email address
- C. a. Name b. Pan card number c. ATM card number
- D. a. Name b. Email address c. Marriage certificate

Answer A

Q 9. Customer relationship management (CRM) is an approach to manage and verify a company's interaction with current and potential customers. Who is not CRM software provider

- A. Salesforce
- B. Alibaba
- C. Microsoft

D. SAP

Answer B

Q 10. Under which type of enquiry the information related to policy features, claim procedure come?

- A. Query
- B. Request
- C. Complaint
- D. None of these.

Answer A

Q 11. Choose the correct alternatives regarding query, request or a complaint

A. An enquiry is when a consumer is looking for information or solution to an issue

- A. only A and B
- B. A,B,C
- C. All correct
- D. A and c

Answer B

Q 12. To obtain sufficient information from the customers, agent should maintain Code of Ethics for a typical Call Centre involved in both outbound telemarketing and inbound customer support are following

- A. Honesty
- B. Purpose of the Call
- C. Client Privacy
- D. All correct

Answer D

Q 13. Using intranet tools, sufficient information from the customers is necessary because

- A. customer's query can be resolved easily & quickly
- B. so that customer authenticity can be verified
- C. we can login their query, request or complaint
- D. All correct

Answer D

Q 14. The amount of time taken to fulfill a request by customer service is called

- A. Turn Around Time
- B. Lead Time
- C. Cycle Time
- D. Query Time

Answer A

Q 15. If customer care executives are unable to resolve on call they should

- A. refer problem to supervisor
- B. refer floor support
- C. refer problem to manager
- D. All correct

Answer D

Q 16. After receiving calls by customer care they should resolve at least 80% of first level complaints at front end,

- A. True
- B. False
- C. Can't say
- D. wrong question

Answer A

Q17. A customer is angry and irritated as certain concerns regarding his mobile bill have not been resolved in spite of repeated calls to the call center. In which category can this interaction be tagged as?

- A. Customer complaint
- B. Query
- C. Customer request
- D. Customer feedback

Answer A

Q 18 . How to minimize a repeat call percentage by a customer?

- A. Ignore customer feedback
- B. Provide complete resolution at first attempt
- C. Keep the issue to yourself and not escalate to higher authority when required
- D. All are correct

Answer B

Q 19. To serve customers better, what should Arun, the Customer Care Executive try to achieve ?

- A. Quick resolution of customer queries/complaints/requests
- B. First time resolution of customer queries/complaints/requestsBoth quick and first time resolution of customer complaints
- C. As many escalations as possible

Answer C

Q 20. Pooja, the Customer Care Executive, finds it difficult to wrap up calls within the time limits specified by the company. What should she do?

- A. Improve her efficiency at work
- B. Disconnect calls at the time limit specified even if she doesn't resolve the customer's problem
- C. Write to senior management to increase the time limit
- D. Ask customers to call back and disconnect the call as per the time limits

Answer A

Q 21. A customer contacts the call center with a re-location request and demands quick resolution of the request stating personal reasons. However, due to certain company policies, it is not possible to fulfil the request within the time specified by the customer. In such a situation, what should Suman, the Customer Care Executive do?

- A. Sympathize with the customer and do false promise to resolve the issue within the time he specified
- B. Explain to him about company policy for the reason why his request cannot be accommodated and ensure quickest possible resolution of the request
- C. Inform aggressively to the customer that his request cannot be fulfilled
- D. Disconnect the call as the customer is making unreasonable demands

Answer B

Q 22. The more satisfied customers are, the longer they stay with a company and provide enough business to ensure growth and profitability. While putting together strategies for better customer service, a company must ensure that

- A. the balance between customer expectations and business needs is maintained sustainably
- B. organization's service offerings must be best
- C. organization's service offerings must be best condition
- D. All correct

Answer A

Q 23. On maintain a flow of conversation and easy understanding, we should avoid

- A. Jargons
- B. Slangs
- C. Technical Keywords

- D. All of the above

Answer A

Q 24. Dinesh feels that informing customers about new offers/products/services through calls is a waste of time as all this information is already provided through advertisements and other sales promotion tactics. What do you think he should do at this instance?

- A. Dinesh feels that informing customers about new offers/products/services through calls is a waste of time as all this information is already provided through advertisements and other sales promotion tactics. What do you think he should do at this instance?
- B. One-to-one interaction is not beneficial to educate customers
- C. Customers will get irritated by the calls
- D. As customers may not pay attention to advertisements

Answer D

Q 25. Which of the following steps can help Rekha, a Call Center Executive to improve her performance in terms of number of dials/customer contacts achieved?

- A. Improve her knowledge about the company's products and skills
- B. Enrol for trainings that deal with efficient call handling procedures
- C. Learn best practices from her colleagues and adopt them
- D. All the answer choices listed

Answer D

Q 26. In an attempt to achieve more number of customer contacts, Arun, a Customer Care Executive works extra hours every day. Ajay, on the other hand focuses on improving his efficiency and thus achieving the desired number of customer contacts within the minimum working hours itself. Who among the two is following a better approach to improve on the job performance?

- A. Arun
- B. Ajay
- C. Both are following equally good approaches
- D. Both approaches are bad

Answer B

Q 27. A customer needs to resolve a certain issue related to his post-paid mobile connection urgently. He calls up the call center and before the Call Center Executive can say anything, starts describing his problem. In this situation, what should the Call center Executive do?

- A. Skip the opening greeting and resolve the issue at hand
- B. Greet the customer first and then address the issue
- C. Advise the customer to be polite and then continue without the opening greeting
- D. Transfer the call to a colleague and ask him/her to deal with the customer

Answer B

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Q 28. In a call centre the service level of can be achieved if 9 out of every 10 phone calls are answered before the established time limit.

- A. 80%
- B. 90%
- C. 50%-99%
- D. Can't Say

Answer B

Q 29. The way you and your front line employees greet walk-in customers has a huge impact on your bottom line. Choose the correct greeting one should use

- A. "Can I help you?"
- B. The daze — they pretend they're so busy they can't see you
- C. "Hello! Welcome Sir/Ma'am, How can I help you?."
- D. A canned phony sounding speech

Answer C

Q 30. Determine AHT using the formula for calculating AHT. Given data (Total Talk Time: 8 hours Total Hold Time: 1 hour Total Wrap Time: 3 hour Number of Calls Handled: 20)

- A. 6 min
- B. 1.6 mln
- C. 36 min
- D. 240 Sec

Answer C

Q 31. In terms of time spent on breaks or doing non-call related work, schedule adherence can take into account in call center is measured by

- A. Total time a call center agent is available and dividing it by the time they are scheduled to work and expressed in percentage terms.
- B. Reviewing individual call login time
- C. By multiplying AHT and number of dials per caller
- D. By vector adding first time resolution % and total wrap time by agent

Answer A

Q 32. The factors affecting the Average handling time due to which it goes higher than it should be

- A. Slow computer systems

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- B. Short periods of time on hold
- C. Better advisor training
- D. All Correct

Answer D

Q 33. Ted, a Call Center Executive is part of the Inbound team. Out of the 80 calls that he answered in a day, 30 were queries, 45 were complaints and the remaining were requests. He resolved 40 complaints without escalations. What is Ted's FTR% (first time resolution) with respect to customer complaints?

- A. 89%
- B. 50%
- C. 40%
- D. 91%

Answer B

Q 34. Your annual review was done by your team lead and you have received a remark from him regarding self-improvement. Which among the following will be helpful? Going through the review r

- A. Going through the review reports
- B. Going through the call transcripts
- C. Going through the company goals for the current year
- D. Going through the employee goals set by the company

Answer A

Q 35. During a call with a customer, what should be the immediate action, if the issue is not within your limits?

- A. Complete the conversation without solving the issue on the phone, try to solve it on your own and then call back the customer with the solution
- B. Forward the call to the supervisor
- C. Wrap the call
- D. Hold the call

Answer D

Q 36. Selling an additional product or service to an existing customer is known as:

- A. Cross-selling
- B. Up selling
- C. Proactive selling

D. Reactive selling

Answer A

Q 37. To maintain a good relation with your customers, you should understand the needs and buying behaviour of a customer actively rather than reacting to customer's response. This process is known as _____

- A. Cross-selling
- B. Up-selling
- C. Proactive selling
- D. Reactive selling

Answer C

Q 38. There is a new product launch scheduled for next week. You need to approach specific group of customers, whom you think will be interested in the new product as per their previous purchases. Which of the following approach will you follow?

- A. Tailored approach
- B. Prospective approach
- C. Segmented approach
- D. Positioned approach

Answer A

Q 39. The number of sub-products offered by a business within a particular line of products is defined as:

- A. Product Depth
- B. Product Margin
- C. Product Range
- D. Product Durability

Answer A

Q 40. On maintain a flow of conversation and easy understanding, we should avoid

- A. Jargons
- B. Slangs
- C. Technical Keywords
- D. All of the above

Answer A

Q 41. Your target for the day is 48 calls and the call login time is 8 hours. How many calls do you need to attend per hour if you want to complete your target in 6 hours?

- A. 7 calls per hour
- B. 10 calls per hour
- C. 5 calls per hour
- D. 8 calls per hour

Answer D

Q 42. The total number of minutes spent talking to the customer must be balanced within the _____

- A. Limits specified by the customer
- B. imits specified by the customer
- C. Limits specified by your friend
- D. limits specified by the organization

Answer B

Q 43. It is necessary to put customer on hold for long duration.

- A. TRUE
- B. FALSE

Answer A

Q 44. A customer is facing the issue of mobile overheating. You will categorize this nature of customer's interaction as a:

- A. Query
- B. Request
- C. Complaint
- D. Order

Answer C

Q 45. A customer called you to enquire about mobile number portability(MNP). You will categorize this nature of customer's interaction as a:

- A. Query
- B. Request
- C. Complaint
- D. Order

Answer A

Q 46. A customer wants to deactivate the caller tune service on his/her mobile number. Which of the following details are required to be verified?

- A. Customer's educational qualifications
- B. Customer's electricity bill
- C. Customer's phone number and currently activated plan
- D. Customer's water bill

Answer C

Q 47. A customer with post-paid connection shifted to some other address. What do you require to send the bill to the correct address?

- A. Customer's educational qualifications
- B. Customer's electricity bill
- C. Customer's residential proof
- D. Customer's

Answer C

Q 48. The customer is not able to hear the caller's voice on his mobile phone. Which of the following questions are to be asked from the customer to login his/her query? A. Customer's educational qualifications

- A. Only C
- B. Only A
- C. B and C
- D. A and B

Answer C

Q 49. It is important for an executive to _____ from the customers in order to login their query.

- A. obtain certificates
- B. gather information related to the issue
- C. Both of the given Options
- D. None of the given Options

Answer B

Q 50. In case a customer query cannot be readily resolved, it is recommended to:

- A. Clearly communicate the approximate time

- B. Clearly communicate the approximate time
- C. Ask the customer to call your manager
- D. Ask the customer to call back later

Answer A

Q51. What should you aim to achieve, whenever you receive a call from the customer?

- A. Resolve the complaint
- B. Escalate all matters to your senior
- C. Escalate all matters to a different
- D. Delay the resolution

Answer A

Q 52. Which of the following should be done if you are unable to resolve the problem on call?

- A. Refer the problem to
- B. Refer the problem to your colleague
- C. Refer the problem to your friend
- D. Refer the problem to

Answer D

Q 53. What do you mean by complete resolution?

- A. When the customer calls back for
- B. When the customer's call is transferred
- C. When the customer's query is answered and the
- D. When the customer's query is answered and the

Answer C

Q 54. Customer's satisfaction on query resolution can be known by analysing the customer' feedback.

- A. True
- B. False

Answer A

Q 55. A customer is facing a technical issue which is beyond your scope of understanding. What steps must be taken in order to minimize repeat call percentage?

- A. Forward the issue to the concerned department
- B. Ignore the issue

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- C. Ask the customer to take help from some other call centre executive
- D. Ask the customer to resolve the issue in his/her own

Answer A

Q 56. The customer care executive should follow the guidelines set by _____ w.r.t. to Average Call Handling Time(ACHT) and Average Hold Time(AHT).

- A. the organization
- B. your colleague
- C. himself/herself
- D. the customer

Answer A

Q 57. What should you do if a customer is not happy with the service provided by a previous Customer Care Executive?

- A. Share the concern with the supervisor
- B. Reassure the customer of providing better service
- C. Understand the reason for the customer's unhappiness
- D. All of the given options

Answer D

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Answer A

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