

Total No. of Printed Pages—4

HS/XII/A.Sc.Com/ITs/24

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IT/ITES

(CRM Domestic Voice)

Full Marks : 30

Time : 1 hour

The figures in the margin indicate full marks for the questions

SECTION—A

1. Choose and write the correct answer from the given options : 1×8=8

(a) You work at the front desk of a telecom company. A customer approaches you while you are working. The customer has a query regarding a bill. What would you do?

- (i) Not pay attention to the customer
- (ii) Keep the work aside and help the customer
- (iii) Continue doing your work while talking inattentively to the customer
- (iv) Ask the customer to talk to someone else

(b) Mona is helping her sister to overcome a personality disorder. What should she do?

- (i) Talk to her sister
- (ii) Engage her in hobbies
- (iii) Help her build confidence
- (iv) All of the above

(2)

- (c) What will you do to select an entire worksheet in a spreadsheet?
- (i) Click the File tab and select properties from the list
 - (ii) Click the grey row heading
 - (iii) Click the grey rectangle in the upper left corner of the spreadsheet
 - (iv) Click the grey column heading
- (d) Which of the following features is used to perform addition in spreadsheet?
- (i) Format option
 - (ii) Chart
 - (iii) Graph
 - (iv) Formula
- (e) Which is the correct step for printing a presentation?
- (i) File > Print
 - (ii) File > Print > Handout
 - (iii) File > Print > Handout > OK
 - (iv) File > OK
- (f) Which option will you use to change the colour of a text?
- (i) Font colour
 - (ii) Font
 - (iii) Highlight colour
 - (iv) Format

(3)

- (g) Mary believes that she will not have the ability to work with a team when she starts her business. The barrier she is facing is
- (i) getting capital
 - (ii) self-doubt
 - (iii) risk-taking
 - (iv) lack of plan
- (h) Jaanvi's children have grown up. They have a lot of clothes that are too small for them now. What should Jaanvi do with these old clothes?
- (i) Throw them in the trash can
 - (ii) Burn them
 - (iii) Keep using them even though they are too small
 - (iv) Donate them or make bags out of them

SECTION—B

2. Answer any *four* of the following very short answer-type questions : 1×4=4

- (a) Describe self-awareness.
- (b) What do you understand by editing data in a cell?
- (c) What is decisiveness?
- (d) Define enterprise.
- (e) Give one advantage of outsourcing.
- (f) Define knowledge.

(4)

SECTION—C

3. Answer any *three* of the following short answer-type questions : 2×3=6
- (a) What is a complex sentence?
 - (b) What is a cell in a spreadsheet?
 - (c) What are organizational skills?
 - (d) List any two challenges of enterprise systems.
 - (e) Explain the role of BPO industry.
 - (f) List some of the important factors affecting learning.

SECTION—D

4. Answer any *three* of the following long answer-type questions : 4×3=12
- (a) How to overcome barriers to active listening?
 - (b) Explain goal setting with example.
 - (c) What are the different types of entrepreneurs? Explain.
 - (d) What are the factors affecting ERP?
 - (e) List and explain top ten (10) BPO companies in India.
 - (f) What are the various sources of learning?

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