

**2020**

**INFORMATION TECHNOLOGY (Vocational)**

Total marks : 50

Time : 2 hours

**General Instructions :**

- i) Approximately 15 minutes is allotted to read the question paper and revise the answers.*
- ii) The question paper consists of 30 questions. All questions are compulsory.*
- iii) Marks allocated to each question are indicated against it.*

***N.B: Check that all pages of the question paper is complete as indicated on the top left side.***

**Choose the correct answer from the given alternatives:**

1. Which of the following method is used to receive information from the sender?**1**  
(a) Listening (b) Speaking  
(c) Telling (d) Writing
  
2. Choose the correct example of oral communication. **1**  
(a) Reports (b) Newspaper  
(c) Face-to-face interaction (d) Notes
  
3. \_\_\_\_\_ is a feeling of certainty that something exists and is true especially one without proof. **1**  
(a) Belief (b) Values  
(c) Like (d) Identity
  
4. Which of the following can help you manage time better? **1**  
(a) Talking to friends (b) Making a to-do list  
(c) Making sure we don't miss our playtime  
(d) Watching favourite movie
  
5. Which of the following options are word processors? **1**  
(a) Google Docs (b) Libre Office Writer  
(c) Microsoft word (d) All of the above
  
6. Which of the given options can one add to a header? **1**  
(a) Page number (b) Date  
(c) Title (d) All of these

7. Which of the following action will promote green economy? **1**  
 (a) Use of non-renewable resources  
 (b) Sustainable development  
 (c) Social protection  
 (d) Creating jobs
8. Who is responsible for the success of green economy in the country? **1**  
 (a) Government (b) Social workers  
 (c) Individual citizens (d) All of the above
9. \_\_\_\_\_ is the outsourcing of core information related business activities. **1**  
 (a) Knowledge Process Outsourcing  
 (b) Human Resource Outsourcing  
 (c) Legal Process Outsourcing  
 (d) Business Process Outsourcing
10. What is(are) the factor(s) responsible for the growth of IT sector in India? **1**  
 (a) Rapid Industrialization  
 (b) Growth of IT parks in the country  
 (c) Both of the above  
 (d) None of the above

**Answer the following questions in about 10-20 words:**

11. What is meant by International call center? **1**  
 12. What is inbound call? **1**  
 13. How many stages are there in a telephonic interaction? **1**  
 14. What is a hold script? **1**  
 15. What is CRM? **1**  
 16. Name any two CRM softwares. **1**  
 17. What is data entry? **1**  
 18. What is meant by front office service? **1**

**Answer the following questions in about 20-60 words:**

19. Write four benefits of having workplace policies. **2**  
 20. Name the types of voice process. **2**  
 21. Write a short note on personal attributes. **2**  
 22. Write a short note on entrepreneur. **2**  
 23. Define the terms accident and emergency. **2**  
 24. What constitutes healthy living? **2**  
 25. Explain any two potential sources of hazards in an organization. **2**  
 26. Draw four safety signs and explain each sign. **2**

**Answer the following questions in about 60-100 words:**

- 27. Explain any four Ps of telephone etiquette. **4**
- 28. Describe the four steps of inbound call process. **4**
- 29. Explain the characteristics of a well designed CRM. **4**
- 30. Explain how a CRM system is used across industries for capturing the interactions details with the customers. **4**

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