**TEST-1 Questions**

1. As cannot hear a customer’s voice over chat. What are the cues to know how a customer is feeling?

Every customer when he/she is happy and satisfied will let us know by their smiles. With even teams app which is mostly official communication app in mnc offering stickers the trend is fast changing. The tone of customer can be understood by the type of words they use to express their feeling.

1. You couldn’t get the customer exactly what they needed. How do you ensure their satisfaction?

At times we may not reach what customer expect but still we should go ahead and ask if there is anything else we could help. Or even ask if customer is happy with service provided and assure that all his worry can be taken care of.

1. What is De-escalation and explain a situation how did you handle one?

De escalation is a situation where we handle a tough situation in a better way.

In my previous job I had miss understanding with a colleague. But with good approach and a proper explanation of situation to her brought out the real truth that the issue was not from her side.Dealing it the right way is important.

1. Write a great opening of a professional chat?

It is always good to have a script which is short also.. It should have greetings and our information like where we are from. Or we can say that I'm anusha I'm happy to help on your problem.

1. What is a chat bot?

Since I'm from computer background I have idea on chat bot. It can simply be said a chat app powered by AI which will give pre set answers for questions trained upon.

1. How do you hold a customer if you taking long time to find the information?

It is always a good practice to tell the customer what we are doing and how much time it might take. We should come back periodically and talk to customer.

1. You are getting multiple chats of the same query and problems in a single day. What will you do and why?

Due to an outage or technical issue. most users can have same issue at once.

It's better to have content of issue ready and intimate him as soon as possible. It saves time and effort.

1. What do you mean by accuracy in Chat and how important it is to get positive feedback?

Accuracy is getting to know the exact customer issue and trying to solve it.

We need feedback to understand if we were accurate and made customer happy.

1. What will you do if customer stopped responding to your chat in middle of conversation?

Customer might be unresponsive due to various issues. In such situation we will let them know we are waiting for them.If again no response As per company norms we will end the chat.

1. Write 140-190 words in an appropriate style.\*should government give more [subsidies to farmers or provide better mechanism for loan?

These days of pandemic has thought us some tough lessons. We can survive without all luxurious but we can't be without food. Be it a biryani or simple dal rice. It was very hard. This teached us how important a farmer is in our life. Our government should come up with all the help possible. Subsidiaries is very important when the climate and rains are very unpredictable. Bring a common loan plan for famers in all banks under RBI with very low interest rates. Every municipality or village panchayat should have a agricultural specialist just like primary health care doctor. Who will help in doubts and help famers in choosing right seeds and pesticides. If the main pillar of country is not well supported then we will never become a better developed country.

READ THE FOLLOWING AND ANSWER THE FOLLOWING QUESTIONS BY SELECTING THE CORRECT RESPONSE.

11. In the town of Agra there lived a rich businessman. But he was also quite a miser. Various people used to flock outside his house everyday hoping for some kind of generosity, but they always had to return home disappointed. He used to ward them off with false promises and then never lived up to his word. Then one day, a poet named Raidas arrived at his house and said that he wanted to read out his poems to the rich man. As the rich man was very fond of poetry, he welcomed him in with open arms.

Raidas started to recite all his poems one by one. The rich man was very pleased and especially so when he heard and especially so when he heard the poem that Raidas had written on him. In those days it was a custom for rich man and kings to show their appreciation through a reward or a gift, as that was the only means of earning that a poor poet possessed. So the rich man promised Raidas some gifts and asked him to come and collect them the next day, Raidas was pleased.

The next morning when he arrived at the house, the rich man pretended that he had never laid eyes on him before. When Raidas reminded him of his promise, he said that although Raidas was a good poet he liked the poems which were written on him and rest of the poems were very ordinary. He also said that he had earlier promised a reward to Raidas not because he was really pleased or impressed but to simply encourage him. Raidas was extremely upset, but as there was nothing that he could do, he quietly left the house. On his way home he saw his brother Kuber riding a horse. So he stopped him and asked for his help after narrating the whole incident. Kuber took him to his own house in order to come up with a plan. Alter giving it to some thought he asked Raidas to go to a friend’s house with five gold coins and request the friend to plan a dinner where the rich man would also be invited. He then narrated his plan to him.

Raidas had one trustworthy friend whose name was Mayadas. So he went up to him and told him his plan. The next day, Mayadas went to the rich man’s house and invited him for the dinner. He said that he intended to serve his guests in vessels of gold, which the guests would get to take home after the meal. The rich man was thrilled to hear this and jumped at the offer. After the rich man arrived at Mayadas house, he was surprised to see no other guests there but Raidas. Anyhow, they welcomed him in and started a polite conversation. The rich man had come on an empty stomach and so was hungrier by the minute. Finally at midnight the rich man could bear his hunger no longer and asked Mayadas to serve the food. Mayadas sounded extremely surprised when he asked him what food he was talking about. The rich man tried to remind him that he had been invited for dinner. At this point Raidas asked him for the proof of the invitation. The rich man had no answer. At the point Raidas reminded the rich man of the same treatment that he had meted out to him. The rich man realized his mistake and begged for forgiveness. He said that Raidas was a good poet and had not asked him for any reward. He himself had promised to give him some gifts and then cheated him out of them. To make up for his mistake he took out the necklace that he was wearing and gifted it to Raidas. Then they all sat down to eat a happy meal

11.1. Why was the rich businessman thrilled on being invited over to dinner by Mayadas?

* Mayadas had promised to serve in gold dishes which the guests were allowed to take home with them.

11.2. Which of the following is true in context of the passage?

* It was Raidas’s brother Kuber’s plan to teach the rich businessman a lesson

11.3. What did Raidas and Mayadas do when the rich man came over for the dinner?

* They did not serve him any food until he learnt a lesson on what he had done with Raidas.

11.4. What did the rich businessman do when Raidas went to collect his reward from him the next day? i) The Businessman refused to award him even though he had promised so earlier. ii) He said that he had promised a reward only to encourage him not because he was pleased with him. iii) He said the most of the poems written by Raidas were ordinary.

* only i and iii

11.5. Why did people flock outside the rich businessman’s house every day?

* They sought an explanation from him on not keeping the promises made to them.

11.6. Why did the people always return home disappointed from the businessman’s home?

* He made promises to them but never kept his words.

11.7. How did the rich businessman react when he realized his mistake of not keeping his promise which he had made to Raidas?

NONE

11.8. Which of the following is the moral of the story?

* Never go back on your promises.

11.9. Why was the rich business man pleased with Raidas?

* The businessman liked his poetry

11.10. Which of the following best describes Kuber?

* Clever