-: PKT Quiz Oct’22 (Product knowledge Test Quiz): -

1. Which of the following is HFCL What's APP service channel number?
2. 9289386204
3. 8992386204
4. 9289386402
5. 9292836402
6. Which of the service can a customer raise request in the HFCL What's APP service channel?
7. EMI Status
8. No Objection Certificate (NOC)
9. Statement of Accounts (SOA)
10. All the options given above. (A, B, C)
11. Can customer make his EMI/Dues payment through HFCL What's APP service channel?

A. Yes

B. No

1. It is mandatory to promote both HFCL What's APP service channel and Hero Application on call?
2. Yes
3. No
4. If customer promises to pay thru Digital mode but he confirms in same day follow up call that payment still not paid, then what should be the disposition?

A. Follow Up PTP

B. Agree to pay

C. Call Back

D. DGPTP

1. Rollback Pool Stands for?
2. When All months EMI Paid, only current month’s EMI is due
3. When all EMI clear but charges are due
4. When only 1 EMI is due of any previous month but current month is clear
5. None of the above
6. If customer has paid double EMI in previous month and customer wants to adjust the advance EMI in current month, then what should be the disposition in preventive call?
7. PAID
8. Call Back
9. Agree to pay
10. Customer Call Disconnect
11. What is the meaning of Penal Campaign?
12. This is a service call and It is done to remind customer about his due date of EMI i.e. 8th of the month so that EMI does not bounce from bank
13. It is collection call and it is done to collect customer’s OD Charges (Total Bounce charge + Late Fine Charge)
14. It is collection call and it is done to collect customer’s more than 1 EMI
15. Agent will directly close the call by using closing protocol
16. Which of the following is not a fatal parameter as per quality?

A. Wrong Disposition Selection

1. EMI/Penal OD not informed
2. Customer Language not followed
3. Payment Mode confirmation

10. If Customer says “I have sold the vehicle to third party or third party using my vehicle, so I will not make any payment”, what should be tagged in this Scenario?

1. Left Message to third party (LM)
2. Call Back
3. Refuse to Pay
4. Assets not available with me (ANA)

11. If Customer has paid the EMI on call thru HFCL Website link, then what should be tagged in this Scenario?

A. Paid On Call

1. SMS\_OCR
2. Follow up TMPTP
3. None of the above

12. If Customer wants to pay EMI tomorrow through MobiKwik, then what should be the disposition?

A. WKPTP

1. TMPTP
2. DGPTP
3. None of the above

13. In FPTP (Future Promise to pay) Call, it is Mandatory to confirm payment mode?

1. YES
2. NO

14. Can the customer make the payment through Credit card in SMS Link?

A. Yes

B. No

15. If customer name is Shweta Kumari but male person has received the call and asked for customer’s loan information, what should agent will do on call?

1. Agent will disclose the loan information with third person
2. Agent will confirm relation with customer and who will pay the EMI, then agent will proceed the call
3. Agent will confirm blood relation only
4. Agent will confirm third party name, then he will proceed the call