

Personal Questions

1. Tell me about yourself.

Ans: "My name is [Your Name]. I am passionate about technology and customer service. I have completed my education in [Your qualification] and have a strong interest in IT support roles. I am a quick learner, hardworking, and motivated to build my career with a company like Teleperformance. In my free time, I enjoy learning new technologies and improving my communication skills."

2. Why do you want to join Teleperformance?

Ans: "Teleperformance is a global leader in customer service and support. I want to join because it offers a professional environment, growth opportunities, and a chance to work with the latest technologies. I am impressed by the company's reputation and commitment to employee development."

3. Why do you want to join this role?

Ans: "I want to join this role because I am passionate about technology and customer support. I enjoy solving problems, helping people, and learning about new software. This role matches my skills and interests perfectly."

4. What are your hobbies?

Ans: "My hobbies include reading about new technologies, watching tech-related videos, traveling, and occasionally playing outdoor games to stay active."

5. Speak about the last movie you watched (2 minutes).

Ans: "The last movie I watched was [Movie Name]. It was a [genre, e.g., action/comedy/drama] film about [short summary of the plot]. I liked the [acting/story/message] because it was very inspiring. It also taught me [lesson]. Overall, it was an enjoyable experience."

(Tip: Keep a movie name ready, like 3 Idiots, Dangal, or any recent simple movie.)

6. Describe your yesterday's routine.

Ans: "Yesterday, I woke up early, had breakfast, and spent some time reading about new updates in technology. Later, I practiced interview questions and worked on improving my technical knowledge. In the evening, I relaxed by watching a documentary and preparing for today's tasks."

7. Experience about your last trip.

Ans: "My last trip was to [Place Name]. It was a refreshing experience. I visited many tourist spots, enjoyed the local food, and spent quality time with my family/friends. The trip helped me relax and recharge before returning to my regular routine."

Computer & Operating Systems

8. What is an Operating System?

Ans: "An operating system (OS) is a software that manages computer hardware and software. It acts as a bridge between the user and the computer, handling tasks like running applications, managing files, and controlling devices like keyboard, mouse, and printer."

9. Types of Operating Systems.

Ans: Batch OS (no interaction with user, like early computers)

Multitasking OS (like Windows, Mac OS)

Real-time OS (for critical tasks, like robots, medical systems)

Distributed OS (multiple computers connected)

Network OS (manages networks)

10. What is the latest version of the Windows operating system?

Ans: "The latest version is Windows 11."

11. What are the features of Windows 11?

Ans: New Start Menu and Taskbar

Snap Layouts for multitasking

Microsoft Teams integration

Widgets for weather/news

Better gaming experience (Auto HDR, DirectStorage)

Windows Subsystem for Android (run Android apps)

12. Difference between Windows 10 and Windows 11.

Ans:

Feature	Windows 11	Windows 10
User Interface	Fluent Design, redesigned Start Menu & Taskbar	Classic Start Menu & Taskbar
System Requirements	64-bit processor, 2 cores, 4GB RAM, 64GB Storage	64-bit processor, 1 GHz clock speed, 2GB RAM, 20GB HDD
Widgets	Integrated Widgets for quick info access	No integrated widgets
Virtual Desktops	Improved with snap layouts and animations	Basic virtual desktops, limited functionality
Touch Controls	Enhanced for touch devices	Limited touch control features
Gaming Performance	Improved with Auto HDR and DirectStorage	Similar to Windows 11, no advanced features
Microsoft Store	Redesigned with Android app support	Traditional Microsoft Store
Security	Enhanced with TPM 2.0 and Windows Hello	Solid security, similar features to Windows 11
Task Manager	More detailed with better performance tracking	Traditional Task Manager with fewer options
File Explorer	Redesigned with a fresh layout and new features	Classic File Explorer
Start Menu	New design with pinned and recommended apps	Classic Start Menu, fewer features
Cortana	Separated from search, no longer in Taskbar	Integrated in Taskbar
Updates	Fewer interruptions, better control over updates	Frequent updates, sometimes disruptive
Hardware	Better compatibility with	Compatible with older hardware

Feature	Windows 11	Windows 10
Compatibility	newer hardware	
AI Features (Copilot)	Built-in Copilot for AI assistance	No AI-powered Copilot

13. What is UEFI?

Ans: "UEFI (Unified Extensible Firmware Interface) is a modern version of BIOS that starts the computer, checks hardware, and loads the OS. It's faster, more secure, and supports larger hard drives."

14. What is BIOS?

Ans: "BIOS (Basic Input Output System) is an old firmware that initializes hardware during booting and loads the operating system."

15. Key difference between UEFI and BIOS?

Ans: UEFI is faster and more secure than BIOS.

UEFI supports larger hard drives (over 2TB).

UEFI has a graphical user interface (GUI), BIOS has text-based interface.

16. How to update BIOS?

Ans: Visit the computer manufacturer's website.

Download the latest BIOS update.

Follow the instructions carefully, usually through a USB drive or system settings.

17. What is virtual memory?

Ans: "Virtual memory is a memory management technique where the hard drive space is used as RAM when physical RAM is full, allowing computers to handle larger tasks."

18. What is a service pack in Windows?

Ans: "A service pack is a collection of updates, bug fixes, and improvements provided by Microsoft to improve system performance and security."

19. What is a taskbar?

Ans: "The taskbar is a bar typically at the bottom of the Windows screen that shows open applications, Start Menu, and system icons like battery, Wi-Fi, and clock."

20. What is the task manager?

Ans: "Task Manager is a system tool that shows running processes, CPU/memory usage, and allows users to close unresponsive applications."

21. Difference between task manager & computer?

Ans: "Task Manager is a tool inside the computer to monitor and control tasks. The computer is the complete physical system (hardware and software) that runs applications."

22. What is Microsoft Edge?

Ans: "Microsoft Edge is the default web browser developed by Microsoft, used for browsing the internet."

23. What is the default browser?

Ans: "The default browser is the web browser that automatically opens when you click on a web link. In Windows 11, it is Microsoft Edge."

24. What is an IP address?

Ans: "An IP address is a unique address that identifies a device on the internet or a local network."

25. What is S mode in Microsoft devices?

Ans: "S mode is a feature that makes Windows faster and more secure by only allowing apps from the Microsoft Store and using Microsoft Edge for browsing."

Windows Usage & Troubleshooting

26. What is Windows Defender?

Ans: "Windows Defender is Microsoft's built-in antivirus and security software that protects your computer from viruses, malware, and online threats."

27. Is Windows Defender sufficient or do we need another antivirus?

Ans: "For normal users, Windows Defender is usually sufficient because it provides good protection and is regularly updated. However, in cases where extra protection is needed (like heavy online transactions or sensitive data), some users prefer using an additional antivirus."

28. How to reinstall Windows during the blue screen?

Ans: Boot the computer from a Windows installation media (USB/DVD).

Select Repair your computer.

If repair doesn't work, you can format the drive and reinstall Windows.

Always back up data if possible before reinstalling.

29. How to upgrade Windows 10 to 11?

Ans: Open Settings → Update & Security → Windows Update.

Check if your PC is eligible (meets Windows 11 requirements).

Click Download and install under Windows 11 upgrade option.

(Important: TPM 2.0 and Secure Boot must be enabled.)

30. How to install and download software in Windows?

Ans: Go to the official website of the software.

Download the installer file (.exe).

Double-click the file and follow the installation instructions. (For Microsoft Store apps: Open Microsoft Store → Search app → Click install.)

Mobile & Cross-Platform Integration

31. Can we use Android applications in Windows?

Ans: "Yes, in Windows 11, you can use Android apps using the Windows Subsystem for Android. Apps can be downloaded via the Amazon Appstore. However, not all Android apps are available, and this feature requires Windows 11."

Cloud & AI Tools

32. What is Microsoft 365 Copilot?

Ans: "Microsoft 365 Copilot is an AI tool that helps users by generating content, summarizing meetings, writing emails, and analyzing data inside Microsoft 365 apps like Word, Excel, and Outlook."

33. What is Windows 365?

Ans: "Windows 365 is a cloud-based service that allows users to stream a full Windows experience, including apps, data, and settings, on any device using the internet."

34. What is the cloud?

Ans: "The cloud is a network of servers that store, manage, and process data over the internet, instead of using a local server or computer."

35. Speak on AI for 2 minutes.

Ans: "Artificial Intelligence, or AI, is the ability of machines to mimic human intelligence. It includes tasks like decision-making, learning, problem-solving, and speech recognition. AI is used in many areas like virtual assistants (Siri, Alexa), recommendation systems (Netflix, Amazon), self-driving cars, and healthcare. AI helps companies improve services, automate tasks, and understand user behavior. Although AI brings many benefits, it also raises concerns about privacy, job replacement, and ethics. Overall, AI is shaping the future across all industries."

36. Main point of computer vision.

Ans: "Computer Vision is a field of AI that enables computers to see, analyze, and understand images or videos, similar to how humans do. It is mainly used in facial recognition, self-driving cars, medical image analysis, and object detection."

Customer Service

37. What is customer service?

Ans: "Customer service is the support provided to customers before, during, and after buying a product or service. It involves helping customers solve problems, answering their questions, and ensuring a good experience."

38. How do you deal with an angry customer?

Ans: "I would stay calm, listen carefully to the customer's complaint without interrupting, apologize sincerely, and try to find a solution. If needed, I would escalate the issue to a senior team member while keeping the customer informed."

39. What if a customer is not happy with your product and wants to change it, but it's not your policy?

Ans: "I would politely explain the company's return policy and try to offer any available alternatives (like troubleshooting help or another product). I would show empathy and assure them that their concern is important."

Soft Skills (Empathy, Sympathy, Courtesy)

40. What is empathy?

Ans: "Empathy is the ability to understand and share the feelings of another person."

41. What is sympathy?

Ans: "Sympathy is feeling compassion, sorrow, or pity for someone's hardship."

42. Sympathy vs. empathy.

Ans: Empathy: Feeling with someone (understanding their emotions).

Sympathy: Feeling for someone (feeling sorry for them).

43. Courtesy.

Ans: "Courtesy means being polite, respectful, and considerate toward others. It is an important quality in customer service."

General Tech Knowledge

44. What is the difference between a web browser and a search engine?

Ans: Web browser (like Chrome, Edge): A software used to access websites.

Search engine (like Google, Bing): A website that helps you find information on the internet.

45. What is the usage of a service pack?

Ans: "A service pack collects updates, bug fixes, and enhancements to improve system stability, security, and performance."

46. What is the difference between RAM and ROM?

Ans: RAM (Random Access Memory): Temporary memory used by the system while working. Data is lost when the device is turned off.

ROM (Read-Only Memory): Permanent memory that stores the system's basic startup instructions.

47. What is a snap layout?

Ans: "Snap Layout is a Windows 11 feature that helps arrange open windows on your screen easily into different sections for better multitasking."

Social Media

48. What are the pros and cons of social media?

Ans: Pros:

- Easy communication
- Information sharing
- Networking opportunities
- Entertainment and awareness

Cons:

- Privacy risks
- Cyberbullying
- Addiction and time wastage
- Misinformation spreading

Creative Tasks

49. Make a story from these words: table, cat, hat, chair, grandmother, burger.

Ans: "One afternoon, I visited my grandmother's house. She was sitting on a chair near the table. On the table, there was a big burger she had made for me. Suddenly, her cat jumped onto the table and knocked over my grandmother's hat. We all laughed and enjoyed the delicious burger together while the cat played with the hat."

Recently Asked Questions (Quick Summary)

Latest Microsoft browser: Microsoft Edge.

New launch AI technology: Microsoft 365 Copilot.

Rate yourself (why should we hire you?): "I would rate myself 8/10. I am hardworking, eager to learn, and passionate about technology and customer service. I am confident that with the right training, I will become an excellent team member."

Rate yourself regarding technology: "8/10. I am good with Windows, basic troubleshooting, and cloud concepts, and I am improving every day."

Recent AI launched by Microsoft: Microsoft 365 Copilot.

Some latest features of Windows 11: Snap Layouts, Widgets, Android app support.

Why you are willing to join in Jaipur: (If your job is in Jaipur): "Jaipur is a growing IT hub with good work culture and opportunities. I am excited to work in a professional environment there."

Copilot AI: AI assistant inside Microsoft 365 apps.