Questions and answers extracted from the video [Articulation TCS ELEVATE WINGS 1 Track Complete MCQ | | DCA](#):

Question 1: The act of expressing something in a coherent form is...

- Option A: documentation

- Option B: articulation

- Option C: digital marketing

- Option D: Knowledge Management

- **Correct Option: B** articulation

Question 2: To make your articulation Journey truly agile...

- Option A: be concise and to the point

- Option B: spend time on structuring information logically to help your user scan quickly and access the info they need

- Option C: understand your audience need and Orient the articulation based on this

- Option D: only A and B

- **Correct Option: a b c** (Note: The video states "a b c", likely meaning A, B, and C are all correct)

Question 3: You are creating content in English which will be translated into five other languages after the customer approves the Baseline content. Which of the following guidelines would you follow to articulate a way that it is translation ready?

- Option A: avoid items

- Option B: use standard terminology

- Option C: use active voice

- Option D: avoid using list and illustrations to present information

- **Correct Option: a b and c**

Question 4: For Effective articulation avoid using...

- Option A: list tables charts and Graphics

- Option B: acronyms and abbreviations with their expanded form

- Option C: cross references

- Option D: jargons and long complex sentences

- **Correct Option: D** jargon and long complex sentences

Question 5: A well-articulated message is...

- Option A: coherent and concise

- Option B: easy to understand

- Option C: always uses visuals

- Option D: descriptive and provides extensive details

- **Correct Option: a and b**

Question 6: In today's agile World nobody has the time to read too much of details therefore it is important to...

- Option A: provide details after the main point is articulated at the beginning

- Option B: get straight to the point

- Option C: structure information such that your readers are able to scan through the content quickly

- Option D: all of the above

- **Correct Option: D** all of the above

Question 7: Which of the following statement is incorrect?

- Option A: messaging or communication happens at every step during project delivery

- Option B: articulation is a key component of all aspects that involves messaging whether it is in the form of communication user interface design or documentation

- Option C: articulation does not apply to user documentation as it can be shared with multiple user groups

- Option D: email chat phone calls presentation ticket responses and status reports are all application areas of articulation area as they involve direct communication with specific receivers

- **Correct Option: C**

Question 8: Articulation is a key component of all aspects that involves messaging such as...

- Option A: user interface web content and user messages

- Option B: business communication such as email chat presentation and status reports

- Option C: project documentation

- Option D: all of the above

- **Correct Option: D** all of the above

Question 9: Content created for projects following the agile approach need not be reviewed.

- Option A: true the focus is on functional software content is secondary

- Option B: false inaccuracies and lack of clarity can adversely impact your team standing with the customer review can help you address these issues

- **Correct Option: B**

Question 10: Consistent messaging across multiple posts and multiple social media platforms is important as it helps...

- Option A: reinforce your message

- Option B: establish your personal and Company's brand image

- Option C: establish that you take the medium of communication and your messaging seriously

- Option D: get more comment like and shares

- **Correct Option: a b and c**

Question 11: Use the document of understanding to record your customer expectations about...

- Option A: the documentation set to be delivered

- Option B: template to be used

- Option C: delivery timelines

- Option D: all of the above

- **Correct Option: D** all of the above

Question 12: Reporting status periodically helps to...

- Option A: provide a clear view into work accomplished and planned

- Option B: maintain a formal record of the Project's progress

- Option C: ensure all stakeholders are always on the same page

- Option D: all of the above

- **Correct Option: D** all of the above

Question 13: When developing documentation required for an agile project authors must...

- Option A: understand the customer's requirement and record this

- Option B: use a template to develop documents or document information in the tools used by the project

- Option C: obtain customer sign off on the documented requirements and the template

- Option D: update all documentation on a quarterly basis (Note: Transcript mentions 'B' again here, likely a typo)

- **Correct Option: a b and c**

Question 14: If your customers has not shared a template or standard for documentation...

- Option A: accept TCS inhouse standards after approval from the customer

- Option B: customize available standards and start using them

- Option C: develop Project Specific standards and obtain an approval from the customer

- Option D: seek support from your friend working for a similar project for another customer and reuse the templates

- **Correct Option: a and C**

Question 15: Which of the following is not a best practice for status reporting choose all that apply.

- Option A: address the customers's requirements about status reporting and provide status objectively

- Option B: provide a detailed description of all the features and technical details of the product

- Option C: report project status to the customer as and when it is asked for with no fixed periodicity

- Option D: State the benefits and risk for the. customer for quick understanding

- **Correct Option: B and C**

Question 16: When planning a presentation the first step is to...

- Option A: evaluate the audience and identify their needs

- Option B: create the outline of the presentation

- Option C: decide on the formatting standards to be used

- Option D: create a repository of illustration

- **Correct Option: a**

Question 17: You have been given a one hour slot in a meeting to give a detailed presentation... time has been reduced to half an hour. What should you ideally do?

- Option A: ask the meeting coordinator to reschedule your presentation

- Option B: present the shorter second version that you have ready or present the key slides only

- Option C: talk really fast

- Option D: present as many of your slides as you can within the time provided and let the audience know you cannot complete...

- **Correct Option: B**

Question 18: Knowing your audience and their information needs help you to...

- Option A: create a database of audience that you can rely on to read your content

- Option B: create content that is relevant and meaningful for your audience

- Option C: use appropriate presentation elements such as fonts colors visuals and formats

- Option D: all of the above

- **Correct Option: B and C**

Question 19: When replying to or forwarding an email it is recommended that the subject line be changed according to the focus or content of the email.

- Option A: true

- Option B: true only when the recipient is different

- Option C: false

- **Correct Option: a**

Question 20: To arrive quickly and safely at your documentation delivery destination...

- Option A: understand customers expectations about the documentation that you need to deliver

- Option B: share your document with a friend on your team if the feedback is positive go ahead and submit...

- Option C: seek techcom assistant for training standards and guidelines

- Option D: ensure that your documentation is reviewed and all feedback is implemented

- **Correct Option: a c and d**

Question 21: A document is agile when it...

- Option A: meets the information needs of the intended audience

- Option B: contains just enough information to fulfill its purpose

- Option C: capture information that is not readily obvious based on the software such as design rationals requirements usage procedures or operational procedures

- Option D: all of the above

- **Correct Option: all of the above**

Question 22: When you are planning to create content for social media understand your target audience needs is the first step to...

- Option A: creating content that is relevant and meaningful for your audience

- Option B: creating flashy content that will stand out

- Option C: managing your brand image

- Option D: none of the above

- **Correct Option: a**

Question 23: Select the option that can help authors of agile project documentation ensure first time right delivery.

- Option A: provide a lot of detail in the document

- Option B: use a template to create document

- Option C: ensure that documentation is reviewed by subject matter expert and the editorial team before it is delivered

- Option D: all of the above

- **Correct Option: B and C**

Question 24: Techcom can help you to...

- Option A: get your documentation and business communication first time right

- Option B: save yourself considerable time and efforts on review and rework of documents

- Option C: Delight your customer with quality of the documentation

- Option D: all of the above

- **Correct Option: D** all of the above

Question 25: You should always acknowledge the recipient of an email as soon as possible.

- Option A: false

- Option B: true

- **Correct Option: B** true

Question 26: Review of content involves...

- Option A: for ensuring timely delivery

- Option B: editing for correctness and Clarity of the content

- Option C: checking the conformance to specification and standards

- Option D: none of the above

- **Correct Option: B and C**

Question 27: Identify the incorrect option.

- Option A: project status reports are shared with stakeholders according to the procedure which is normally defined in the project communication management plan

- Option B: reporting requirements and the frequency of reporting vary from Project to project

- Option C: formal status reporting is substitute for all other types of communication formal and informal

- Option D: none of the above

- **Correct Option: C**

Question 28: All projects following the agile approach must develop 14 documents as per the agile Project Life Cycle.

- Option A: true documentation as per life cycle is an integral part of the agile delivery

- Option B: false documentation can vary across projects based on customer's need

- **Correct Option: B**

Question 29: Review of content you develop is essential to improve and ensure the quality of the content.

- Options are: true or false

- **Correct Option: a true**

Question 30: When showcasing value addition in a status report...

- Option A: provide miserable facts and metrics to showcase the benefit of the customer

- Option B: specify how the initiative you have implemented have improved the current process

- Option C: map the key features of your solution to the customer's requirement and challenge

- Option D: all of the above

- **Correct Option: D** all of the above

Question 31: Select the message that will help you elicit the right response when you request for information.

- Option A: send me your product browser please

- Option B: would it be at all possible for you to send me a product browser

- Option C: send me your product browser as soon as possible

- Option D: I am responding to a customer query regarding an issue they are facing and need some key information about your product could you please send me your product browser

- **Correct Option: D**

Question 32: Which of the following document is not developed by a project team following the agile approach?

- Option A: Design document

- Option B: user manual

- Option C: interface specification

- Option D: none of the above

- **Correct Option: D**

Question 33: Which among the following should not form a part of the status report you can choose more than one option.

- Option A: detailed project background

- Option B: description of functionality

- Option C: change history

- Option D: value addition and highlights

- **Correct Option: a b and c**

Question 34: The sequence in which information is provided in a status report is based on the customer's priority and preferences and the aspects you want to highlight.

- Option A: true

- Option B: false

- **Correct Option: a** true

Question 35: An alphabetical arrangement of important terms to help users quickly locate information they are looking for is called...

- Option A: list of abbreviations
- Option B: table of contains
- Option C: glossery
- Option D: Index
- **Correct Option: D** Index

Question 36: In an agile project ___ are an effective way of breaking down requirements into prioritize and testable pieces of work.

- Option A: user stories
- Option B: user manuals
- Option C: use cases
- Option D: requirements specifications
- **Correct Option: a**

Question 37: A project status dashboard or summary presents the following information...

- Option A: risk and challenges
- Option B: key decisions to be taken
- Option C: key accomplishment for the reporting period
- Option D: details of the solution provided in the reporting period
- **Correct Option: a b and c**

Question 38: A list of all the headings or topics covered in a document along with their page numbers provided at the beginning of the document...

- Option A: gloser
- Option B: index
- Option C: contents
- Option D: indices
- **Correct Option: C** contents

Question 39: In the carbon copy field include those who...

- Option A: are not aware of the content
- Option B: have little involvement with the content
- Option C: may need to be aware of the content
- Option D: all of the above
- **Correct Option: C**

Question 40: While updating status on pending action items of the previous reporting period ensure...

- Option A: owner of an action item is clearly identified
- Option B: each item is numbered in a sequence based on the action item date
- Option C: specific information is provided about why an action item could not be closed on time
- Option D: all of the above
- **Correct Option: D** all of the above

Question 41: Select the elements that do not indicate the logical structure of content in a document.

- Option A: illustrations
- Option B: system of headings
- Option C: glossery
- Option D: table of contents
- **Correct Option: a and C**

Question 42: Readers value and share social media content that is...

- Option A: sensational and dramatic
- Option B: trustworthy
- Option C: connected to their beliefs
- Option D: clear
- **Correct Option: b c and d**

Question 43: A well written user story help you describe a feature from ___ perspective.

- Option A: end user
- Option B: software team
- Option C: product owner
- Option D: developer
- **Correct Option: a** end user

Question 44: Trends analysis based on various key performance indicator helps your customers to...

- Option A: assess the situation better and plan ahead
- Option B: understand and appreciate the team's concern and challenges
- Option C: work hand in hand where required to resolve challenges and ensure continuity of work
- Option D: all of the above
- **Correct Option: D** all of the above

Question 45: A well articulated resume can help you create a good first impression... for this your resume...

- Option A: must provide a detailed description of each of your project your roles and responsibilities...

- Option B: must specify how you fit the role you are applying for

- Option C: must be well structured and easy to scan provide a quick view into the work you have done so far

- Option D: both B and C

- **Correct Option: D** both B and C

Question 46: Lack of documented procedures may increase...

- Option A: dependency on process

- Option B: dependency on seniors

- Option C: missed deadlines or a drop in the quality of service

- Option D: process compliance

- **Correct Option: B and C**

Question 47: The key objective of interacting on social media are...

- Option A: enabling reach

- Option B: engaging with your audience in real time

- Option C: increasing the visual appeal of your content

- Option D: creating an influence

- **Correct Option: a b and d**

Question 48: When you are writing user messages anticipate as many errors as possible and provide corrective action for each.

- Options are: true or false

- **Correct Option: a true**

Question 49: The BCC field is used...

- Option A: so that you can send copies of business email to your co-workers without your supervisor's knowledge

- Option B: to keep your email looking clean

- Option C: to respect the privacy of the recipients

- Option D: to manage perceptions of your recipients

- **Correct Option: C**

Question 50: If your audience is from a mixed background with a varying degree of understanding of the topic being discussed...

- Option A: make your presentation very detailed

- Option B: avoid having too many slides in the main presentation

- Option C: include supplementary slides or material that can be displayed if required

- Option D: focus on addressing the requirements of the most senior member of the audience

- **Correct Option: B and C**

Question 51: You require information regarding an asset from the knowledge officer by EOD. Which of the following option would you use?

- Option A: where can I find template for no Max I require the info as soon as possible please

- Option B: where can I find template for noax please send the info by EOD

- Option C: I am creating the project profile for my project and I need to upload it by tomorrow please let me know the location of the template by EOD.

- Option D: none of the above

- **Correct Option: C**

Question 52: Select the message that sets the right tone in a formal email message.

- Option A: we need to act fast I don't think we are anywhere near a solution

- Option B: the document is nowhere near completion when can we talk

- Option C: I have some feedback on the document can be discussed at noon today so that we can update the document and submit it by EOD

- Option D: all of the above

- **Correct Option: C**

Question 53: Anna is articulating the findings of a legal Application Study... Select the statements that should use in her analysis report to present a clear analysis.

- Option A: the existing system at zil operates in a batch mode which catter to the requirements when the company commenced operations in 2015

- Option B: Zila should do some serious thinking on its future course of action

- Option C: the system used by Zila is extremely outdated very slow and uses an outmoded form of processing. it cannot keep Pace with current operational needs

- Option D: the existing system needs to be upgraded or a new system developed to catter to the current business needs and work volume

- **Correct Option: a and d**

Question 54: Choose the message that provides a precise description of the action that the user is required to take.

- Option A: incorrect pin code

- Option B: invalid entry

- Option C: enter a valid six digit code

- Option D: none of the above

- **Correct Option: C**

Question 55: You can do the following to unable quick scanning of your content and ensure rapid understanding...

- Option A: use Simple language

- Option B: use a system of list and headings to provide a logical structure

- Option C: use new words and terminologies to Showcase your vocabulary and impress your readers

- Option D: present content using tables graphs flowcharts and other illustrations

- **Correct Option: a b and d**

Question 56: Choose the guidelines that you will adap to write clear user messages that will help your users.

- Option A: use a polite and supportive tone that does not blame yours

- Option B: use Alpha numerical code for all your user messages and avoid details

- Option C: use similar messages for similar situations

- Option D: provide a message only if required

- **Correct Option: a c and d**

Question 57: A user message is displayed when there is a possibility or occurrence of a system error and...

- Option A: provide proactive guidance

- Option B: help users to rectify their errors

- Option C: help reduce number of calls made to the support desk

- Option D: all of the above

- **Correct Option: D** all of the above

Question 58: Which of the following details would you not expect in a technical specification document?

- Option A: server architecture

- Option B: data conversion specs

- Option C: task procedures

- Option D: data flow diagrams

- **Correct Option: C** task procedures

Question 59: Which of the following informs the user most accurately about the outcome of an action?

- Option A: all customer records updated successfully

- Option B: records updated

- Option C: you can check your updated records now

- Option D: none of the above

- **Correct Option: a**

Question 60: Choose the message that provides accurate and complete details to help the user take appropriate action.

- Option A: enter a valid date

- Option B: incorrect date format provide a valid input

- Option C: incorrect date format enter date in DD mm YY format

- Option D: none of the above

- **Correct Option: C**

Question 61: In a software requirement specification document which of these sentence constructions would be most appropriate?

- Option A: the system would read clearance values mentioned in the data file

- Option B: the system will read clearance values mentioned in the data file

- Option C: the system reads clearance values mentioned in the data file

- Option D: none of the above

- **Correct Option: B**

Question 62: Using all capital letters in your content could indicate...

- Option A: headings

- Option B: emphasis

- Option C: shouting

- Option D: highlighting

- **Correct Option: C** shouting

Question 63: User messages must be return in language that is...

- Option A: poite

- Option B: clear and concise

- Option C: unbiased

- Option D: all of the above

- **Correct Option: D** all of the above

Question 64: Alex is working on a message that will be displayed to the users of an online banking portal. Which of these messages should he use to help his users know the status accurately?

- Option A: this transaction is in process wait

- Option B: wait don't refresh

- Option C: we are processing your request please do not quit or refresh the page

- Option D: any of the above

- **Correct Option: C**

Question 65: Include anecdotes analogies and iterative scenarios when you present as this help you to...

- Option A: ensure your audience is attentive

- Option B: ensure a high recall value

- Option C: manage time effectively

- Option D: amuse your audience

- **Correct Option: A and B**

Question 66: Given that items on a list should have a parallel structure identify the odd items in the following list.

- Option A: create customer records

- Option B: modification of customer records

- Option C: delete customer records

- Option D: save customer records

- **Correct Option: B** modification of customer records

Question 67: Choose the warning message that clearly specify the problem and guide the user about the appropriate action that can be taken.

- Option A: you will lose your data if you quit now click yes or cancel

- Option B: are you sure you want to quit now this will result in loss of data click yes or cancel

- Option C: all updated to the customer information will be lost if you quit now click yes to save or cancel to proceed

- Option D: all of the above

- **Correct Option: C**

Question 68: A high severity ticket has come into your queue... taking time. The user has sent a complaint... What will be the most appropriate response?

- Option A: this is a complex ticket and the process is consuming I will let you know when it is resolved

- Option B: I'm working on the ticket I will keep you posted on the progress

- Option C: I apologize for the inconvenience I am working on your ticket the issue will be resolved in the next hour

- Option D: concern noted will revert shortly

- **Correct Option: C**

Question 69: Of the following choose the message that will help users quickly understand the requirements and provide the right input when they enter details in the user account info field.

- Option A: avoid using invalid characters

- Option B: avoid using special characters

- Option C: use only Alpha numerical characters

- Option D: all of the above

- **Correct Option: C**

Question 70: While writing a long email message you should...

- Option A: break the text into logical paragraphs

- Option B: keep the sentences short

- Option C: use tables and listed items as much as possible

- Option D: provide an elaborative introduction and share the objective of the email

- **Correct Option: a b and c**

Question 71: Select the elements that indicates the logical structure of content in a document.

- Option A: system of headings

- Option B: illustrations

- Option C: glossery

- Option D: Index

- Option E: table of contents

- Option F: system of paragraphs

- **Correct Option: a e and f**

Question 72: A training program that interest you has been announced... you are commenting on the post which of the following be most appropriate?

- Option A: I requested for this training multiple times thank you for considering the request finally and scheduling it now...

- Option B: that's a rather long wait I must say thank you for finally announcing the program registered for it...

- Option C: glad to see the training program announced I have been looking forward to attending this thank you for considering my request

- Option D: any of the above

- **Correct Option: C**

Question 73: Which of the following sentences is not appropriate in a formal document?

- Option A: as XML is pretty vast and is beautifully structured it will work well for us in this context

- Option B: the drawbacks identified by the preliminary study indicate complex problems in the system

- Option C: TCS will Implement its existing problem management process to identify and eliminate potential problems

- Option D: none of the above

- **Correct Option: a**

Question 74: Geographic infographics can be used to...

- Option A: depict and analyze trade patterns climate population across regions

- Option B: capture Regional data

- Option C: communicate and visualize a workflow

- Option D: depict a model that shows specific problems and provide the solution

- **Correct Option: a and b**

Question 75: It is okay to send flame email if it is only a joke.

- Options are: true or false

- **Correct Option: false**

Question 76: In an email message abbreviations and acronyms can be used...

- Option A: as required without the expanded forms

- Option B: when the receiver is aware of the expanded forms of the terms

- Option C: sparingly with expanded forms at the first instance of usage

- Option D: none of the above

- **Correct Option: B and C**

Question 77: Beginning your social media post or a presentation with an anecdote or a short story is an excellent way of connecting with your audience.

- Options are: true or false
- **Correct Option: true**

Question 78: Your audience perception of you and your personal or business brand is based on...

- Option A: how many visuals are part of your social media post
- Option B: your articulation style
- Option C: the value you stand for and whether this resonate with your audience
- Option D: none of the above
- **Correct Option: C**

Question 79: You are creating a blog post that provides tips to create content that works on social media. Which of the following title would you choose for your post to increase the number of views?

- Option A: how to create a blog
- Option B: five easy tips to create content that will go viral
- Option C: useful tips to create content that works on social media
- Option D: all about creating a successful blog
- **Correct Option: B**

Question 80: Choose the message that clearly convey the status of an action to the user.

- Option A: booking components not proceed completely please try again later
- Option B: loading this might take several minutes
- Option C: your booking is not yet proceed completely due to a temporary system error we are trying to process your booking offline you can try retrieving your booking after 15 minutes
- Option D: oops bad command please try later
- **Correct Option: C**

Question 81: Color combinations such as red green orange blue red blue view can be used in business presentations as they offer sufficient contrast.

- Option A: false these are warm colors and are not suitable for formal business presentations
- Option B: true because these color combinations are striking and vibrant
- Option C: true only when the slide backgrounds does not use dark colors
- **Correct Option: a**

Question 82: Visual often enhance the effectiveness of articulation because...

- Option A: visuals can help you refer to key content easily

- Option B: visuals are easier to recall

- Option C: visuals can be proceed faster

- Option D: all of the above

- **Correct Option: B and C**

Question 83: Using a template help you to ensure uniformity in the style and the layout of the documents.

- Options are: true or false

- **Correct Option: true**

Question 84: Your audience will not benefit from your presentation if you...

- Option A: cover all points required by the audience

- Option B: have no time for question and answer session

- Option C: are a confident speaker

- Option D: follow a high pace of delivery

- **Correct Option: B and D**

CSS

Question 85: Bar charts are most suitable for...

- Option A: presenting sequential information

- Option B: demonstrating improving Trends

- Option C: making comparisons

- Option D: representing relationships of people or things

- **Correct Option: C**

Question 86: To logically distinguish one heading level from the other visual Clues can be provided you can...

- Option A: use different colors for different heading levels

- Option B: use different font style for different heading levels

- Option C: use different section numbering for different heading levels

- Option D: use a decreasing font size rule for lower levels

- **Correct Option: C and D**

Question 87: Select the techniques that help to enhance readability and need quick understanding of your content.

- Option A: consistently formatted tables

- Option B: breaking down of dense paragraphs into list

- Option C: effective use of wi space

- Option D: all of the above

- **Correct Option: D** all of the above

Question 88: In a business presentation...

- Option A: use visuals for quick understanding and impact

- Option B: use complete sentences and dense paragraphs to ensure that the intent is clear and the coverage is complete

- Option C: use bulleted list to convey key points

- Option D: all of the above

- **Correct Option: a and C**

Question 89: Tables are used to...

- Option A: convey simple information in a complex way

- Option B: convey complex information in a simple way

- Option C: both A and B

- **Correct Option: B**

Question 90: For a text only slide what is recommended ratio for text to White space on a presentation slide?

- Option A: 90% text 10% white space

- Option B: 10% text 90% white space

- Option C: 50% text and 50% white space

- Option D: none of the above

- **Correct Option: C**

Question 91: Colors like red and orange symbolize warmth or high energy and make your presentation and visuals look vibrant. They can be used for corporate presentations in a business.

- Options: true or false

- **Correct Option: true**

Question 92: Pie charts help you to...

- Option A: demonstrate improving Trends
- Option B: present sequential information
- Option C: show the relationship of parts to a whole
- Option D: represent relationship of people or things
- **Correct Option: C**

Adjusted **Question 93:** The purpose of visual aids in presentation is to...

- Option A: convey information clearly and accurately
- Option B: unable correct interpretation
- Option C: convey the presenter's thoughts and feelings
- Option D: enable audience to retain the information
- **Correct Option: a b and d**

Question 94: Infographics are very effective because...

- Option A: combine text with visual elements conveying complex information in a concise way
- Option B: they are easily read understand and remembered
- Option C: enable quick tracking and Analysis
- Option D: they enhance brand awareness
- **Correct Option: a b and c**

Question 95: Select the techniques that help to enhance the presentation of content in a status report.

- Option A: effective use of b space
- Option B: appropriate text highlighting conversion
- Option C: graphs representing Trends
- Option D: none of the above
- **Correct Option: a b and c**

Question 96: When you have more than one team member working on your project documentation you can do the following to ensure uniformity across all the documents...

- Option A: get each team member to create a template you can then choose the one with the best layout...
- Option B: share the customer provided or TCS template with all the team members to ensure uniformity
- Option C: ensure that all team members focus on the content of the document layout and presentation... do not matter
- Option D: none of the above

- **Correct Option: B**

Question 97: AI Works in an agile project he extremely shy... he has to join a scrum retrospective meeting next week... what advice should be given to AI?

- Option A: he could rehearse his part a few times before the actual meeting

- Option B: he could exhibit a confidence while interacting with the team

- Option C: he could request the scrum Master to speak for him

- Option D: he need not be worried as he will receive support from his team and he would be encouraged to share his ideas without hesitation

- **Correct Option: a b and d**

Question 98: Which of the following statements is true with respect to giving polite replies?

- Option A: providing an alternative is an effective way to add a polite note to a negative response

- Option B: one word replies are appropriate for positive response to request but not for negative response

- Option C: while giving a negative response it is not important to give a reason for turning down the request

- Option D: none of the above

- **Correct Option: A and B**