

Q.10 What do you mean by a program?

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SECTION-B

Note: short answer type questions. Attempt any six questions out of eight questions. (6x5=30)

Q.11 Why is customer account management is important?

Q.12 What do you mean by Decisive Support System.

Q.13 What do you mean by Borrower Profiling skill.

Q.14 Why is time management skill is required to be an MFI agent?

Q.15 What are the advantages of creating Cross Selling skills?

Q.16 Why should we need Prototype?

Q.17 What is the importance of Back office operations in MFI?

Q.18 What are the interviewing skills required to be a successful MFI agent?

SECTION-C

Note: Long answer questions. Attempt any one questions out of two questions. (1x10=10)

Q.19 What are the Sales and Marketing skills required for the success of MFI agent?

Q.20 What is the importance of Data Management in the Back office. Explain in detail?

Roll No.

2nd Sem./ DVOC
Subject : Micro Finance Operations - II

Time : 2 Hrs.

M.M. : 50

SECTION-A

Note: Very short questions. Attempt all ten questions. (10x1=10)

Q.1 What is the full form of GDSS?

Q.2 _____ individuals typically have less formal, advanced educational degree and tend to process rather than create information?

Q.3 Information systems that monitor elementary activities and transactions of the organizations are _____.

Q.4 What is Prototype?

Q.5 Does Back office need Prototype?

Q.6 Does MFI agent need Cross selling technique?

Q.7 What do you mean by system development process?

Q.8 SDLC stands for?

Q.9 In computer the number system of 0 and 1 is called?