PKT SET 1

# **ANSWER KEY**

## *Released Date: August 2023*

## *Total Marks: 20 IJP position: SME*

1. **The time zones EST, CST, MST and PST are separated from each other by \_\_\_.** 1
2. 1.5 Hours’ time difference
3. 1 hours’ time difference
4. 1.25 Hours’ time difference
5. 2 hours’ time difference between EST and CST whereas 1 hours’ time difference between MST and PST.

**ANS: 1 hours’ time difference**

1. **In which of the following case you will transfer the call to Supervisor/DNC escalation desk?** 1
2. Prospect says do not call me
3. Prospect says I am not interested
4. Prospect asks for it specifically
5. Prospect says ‘why don’t you speak to my superior?’

**ANS: Prospect asks for it specifically**

1. **Performance Appraisals Process the manager will prepare a \_\_\_\_\_\_.** 1
2. Written and Verbal performance appraisal
3. A Written performance appraisal
4. A Verbal performance appraisal
5. None of the above

**ANS: A Written performance appraisal**

1. **If agent dials on 3 campaigns and scores of all of them in a shift of 9 hours, the FTE for him goes as…** 1
2. Campaign 1: 0.50, Campaign 2: 0.25, Campaign 3: 0.25
3. Campaign 1: 0.50, Campaign 2: 0.30, Campaign 3: 0.20
4. Campaign 1: 0.40, Campaign 2: 0.30, Campaign 3: 0.30
5. Campaign 1: 0.25, Campaign 2: 0.35, Campaign 3: 0.40

**ANS: Campaign 1: 0.50, Campaign 2: 0.25, Campaign 3: 0.25**

1. **What is the hierarchy of websites needed to be followed by an agent to confirm JT?** 1
2. LinkedIn, Zoominfo, Directory, Confirmed on Call
3. LinkedIn, Directory, Confirmed on call, Zoominfo
4. Directory, LinkedIn, Confirmed on Call, Zoominfo
5. Directory, LinkedIn, Confirmed on Call, LinkedIn Xray

**ANS: Directory, LinkedIn, Confirmed on Call, Zoominfo**

1. **A management-level position who supervises the quality of accounting and financial reporting of an organization [GOVERMENT AND NON-PROFIT] is generally coined as ….**1
2. CFO
3. Accountant
4. Financial Aid Manager
5. Comptroller

**ANS: Comptroller**

1. **‘Case: If to follow last three months’ Microsoft suppression, in this scenario all the leads scored across all the clients on Microsoft campaigns are to be suppressed’**

**Aforementioned case is an example of which type of suppression?** 1

1. Campaign Suppression
2. Yellow Suppression
3. Client Suppression
4. Cross Suppression

**ANS: Cross Suppression**

1. **Please pick the incorrect grouping:** 1
2. MO, KS, LA, MS
3. WV, NE, FL, NH
4. NV, WA, OR, CA
5. ON, QC, NU

**ANS: WV, NE, FL, NH**

1. **Account list: Yes**

**Employee Size: 500-1000**

**Back fill: yes**

**Exclusions: Education, Non-profit, Government**

**With aforementioned specifications of the campaign, agents are allowed to target any company outside the account list with employee size 5000-10000 and domain as .com?** 1

1. Yes
2. No
3. It is okay to target healthcare with .org
4. Both B and C

**ANS: No**

1. **What is the name of committee that looks after any incidence of sexual harassment?**  1
2. ASHC
3. POSH
4. ASH Squad
5. None of these

**ANS: POSH**

1. **Which state does not use daylight saving?** 1
2. Navajo Nation
3. Wyoming
4. Arizona
5. Puerto Rico

**ANS: Arizona**

1. **Voice Verification and Call down are two names given to the same concept.** 1
2. True
3. False
4. No, it cannot be said.
5. The tactics are completely dependent on client requirements

**ANS: False**

1. **The Install Base List is \_\_\_\_\_\_\_?** 1
2. List of companies that use the competitor products
3. List of companies that use a specific software platform
4. The list of challenges observed during installation of software
5. List of all kinds of software installed at an organization

**ANS: List of companies that use a specific software platform**

1. **List down various tactics mentioned in PAS files.** 1
2. Email-Marketing, Tele-Marketing, Hybrid
3. Email-Marketing, Tele-Marketing
4. CDQA, Tele-Marketing
5. None of the above

**ANS: Email - Marketing, Tele – Marketing, Hybrid**

1. **Of the following key reports, select the one which is not done by the supervisor in the duration of OJT.** 1
2. FTE
3. Issue Log
4. EWS report
5. QA Allocation

**ANS: EWS report**

1. **Deduction of 70% from attendance bonus + 2 days’ salary is made if the employee has\_\_\_\_\_\_.** 1
2. 3 UPLs in a month
3. 4 LWPs in a month
4. 2 UPLs in a month
5. 2 instances of NCNS

**ANS: 2 UPLs in a month**

1. **MSP Companies are categorized under \_\_\_\_\_\_ industry.** 1
2. Manufacturing
3. Retail and Wholesale
4. Information Technology
5. Banking/Finance/Insurance

**ANS: Information Technology**

1. Select the right hierarchy of confirming the contact number on call with prospect 1
2. Mobile number > Direct dial extension > Number used to reach RPC
3. Direct dial extension > Mobile number > Number used to reach RPC
4. Number used to reach RPC > Cell phone number > Direct dial extension
5. Cell phone number > Direct dial extension

**ANS: Mobile number > Direct dial extension > Number used to reach RPC**

1. **What do the below mentioned terms stand for?** 2
2. **MIS**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **NCNS**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **ICORE**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **VAR**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ANS: MIS – Management Information Systems;**

**NCNS – No Call No Show;**

**ICORE – Integrity Customer Focussed Ownership Results and Excellence;**

**VAR- Value Added Reseller**

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