**HCL DFP New Hire**

1. Read this extract and answer the questions that follow

*DoubleClick for Publishers (DFP) Small Business is a free ad management solution that helps growing publishers sell, schedule, deliver, and measure all of their digital ad inventory. With a simple interface, rich feature set, built-in revenue optimization, and Google powered ad delivery, you’ll be quickly on your way to maximizing the value of your ad impressions. To sign in to your DFP Small Business account, go to https://www.google.com/dfp/. If you're already signed in to the Google Account you use for DFP, then you're all set. If this is your first time using DFP, you'll be taken through the process of setting up a new DFP account.*

*If you're trying to sign in to a particular DFP Small Business network and don't see it, check to be sure your Google Account has received an invitation to the network you need. If you haven't received an invitation, contact your DFP network administrator for help. DFP small business is one platform that allows you to manage and deliver all of your web, mobile, and video advertising. It is simple, has an easy-to-use interface, workflow, inventory management and forecasting systems make it easy to get up and running quickly. DFP Small Business helps revenue optimization by maximizing revenue with built-in Google AdSense and ad network optimization. It is worry-free, it allows free ad serving powered by Google's fast and reliable infrastructure*

1. How do you sign up for a DFP Small Business account
2. What are the two most important benifits of using DFP Small Business for your business
3. What is the full form of DFP
4. Can you add a particular network to your DFP account
5. You are part of Vodafone Support. Please read the following email and draft a suitable response for the customer, make up the reason for the issue and provide a possible solution.

*Hi,*

*I am wondering if you guys check your feature requests real time and audit it to ensure customers have what they need. I had requested for International Calling facility about 2 weeks ago via sms, received an automated response that it will be enabled within 48 hrs.*

*I’ve been trying to call a US no. for an important meeting today but my phone wouldn’t allow.   
How would you take care of my loss?*

*-Pamela*

1. Write a synopsis of the latest movie watched
2. You are part of the support team for Myntra.com . A customer (using an online shopping portal for the first time) calls in for help to make a purchase. Write down the instructions for him to make a successful purchase.
3. A customer is complaining about a particular page of your website not working. You are

part of the Technical Services Team. What will you do, choose one option from the following

* Apologies for the inconvenience
* Ask the browser being used and suggest changes if any
* Ask the customer to wait for 60 mins and try again
* Ask for a screenshot with the error message
* Check the settings
* a), b), d) before anything else
* Inform the customer that you are escalating the issue to the network team
* None of the above

1. Write a paragraph on one of the following (150 words)

* Advertizing is only as annoying as you want it to be
* How did life change after social networking sites?
* [Is Facebook a Fad? Will Our Grandchildren Tweet?](http://www.nytimes.com/roomfordebate/2012/06/19/are-social-networks-just-a-fad-6)
* Has technological advancement improved Information Security or are we at more risk?

1. Choose one of the highlighted words to correct the sentence

* Having studied the networking fundamentals we should offer an explanation that complements/compliments
* I would love to accept/except the invitation to the cricket match
* Please advise/advice
* Please altar/alter paragraph 9
* You have being/been a star performer
* There is nothing permanent accept/except change
* Go and sit beside/besides Alia
* Thanks for the complement/compliment
* By doing this I am confidant/confident that your issue will be resolved
* This is another instants/instance of the *Forecasting* bug
* To find a fault is easy, to do better maybe/may be difficult
* Satish does not know whether/weather the bug is resolved
* The Transport Committee is /are meeting today
* Rainy write/writes to us regularly
* Jack and Jill is/are in Kamal’s training class
* Do you want a/an/the Appy or a/an Pepsi
* Jitendra is exporting/export today’s report
* My cab wasn’t there, it had been left/had left/has left already
* Sylvia spoke/spoken/had spoken good French
* Do not allow this incident to affect/effect your decision

1. Read the following sentences written by a support team member and redraft sentences with errors (reorder/structure, punctualtions, grammar). Do not change the meaning

* *However our engineering team is working on this issue and therefore your patience is hereby appreciated*
* *This delivery report is beyond the scope of our support therefore I am unable to extracting it*
* *You can probably contact your web developer while the reasons you mentioned do not appear when I tries*
* *Feel free to contact me whenever you can I am here to help you at all times*
* *You can probably wait for the forecast date before renderings being tracked*