Model Question

Class XI : Voc (IT-ITES) : Term I (Half yearly) : 2021-22 : Marks 15

I. Multiple choice type (MCQ) Questions:- 1x6=6

1. Why do we send emails ?

a.To communicate information. b.To share documents and files.

c. To talk to each other d. Both (a) and (b).

2.By which action can a sender send his or her messages?

a. Listening. b. Speaking. c. Sleeping d. None of the above.

3.In Web Enabled CTI , interactions with customers is through the_____

a.server b.telephone switch c.internet d.computer

4. What makes you complete your work or studies without others cheering you?

a. Self confidence b. Self-motivation c. communication d. Self-esteem.

5. Which of the following can help you manage time better?

a. Talking to friends. b. Making a to-do list

c. Making sure we don't miss our play time d. Watching favourite movie.

6. A CRM is the ---------- of the company.

a. Face b. Voice c. Support d. employee.

II. Very Short Answer type (VSA) Questions:- 1x5=5

7. Full form of CSR.
8..Full form of BPO.
9.. What is knowledge process outsourcing?
10 Full form of CRM
11. List the roles of a CRM Domestic voice.

III. Short Answer type (SA) type Questions: 2x2=4

12.List out the prevention of Disaster and Risk.
13..Difference between Domestic and International BPOs.

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