

# Domestic IT Helpdesk Attendant

Sample Set



**IT - ITeS SSC**  
**NASSCOM**

## Domestic IT Helpdesk Attendant Sample

**NOS SSC/N0202 (Deal directly with IT services requests/incidents)**

PC: PC 1,2                      Difficulty Level: Easy                      Type: Practical

Q.1. If you notice an automated alert on your system, then which of the following actions will you take?

- A. Validate the alert and then process the request
- B. Process the request before validating the alert
- C. Ask your junior colleague to validate the alert
- D. Ignore the alert and continue with your work

Correct Answer: A

PC: PC 3                      Difficulty Level: Difficult                      Type: Practical

Q.2. While dealing with the customers' requests using your organizational tool, which of the following actions should be taken?

1. Record the customers' service requests
2. Redirect the customers' requests that are outside your authority
3. Provide the required services to the customers

- A. Only 1 and 3
- B. Only 2
- C. Only 2 and 3
- D. All 1, 2, and 3

Correct Answer: D

PC: PC 9                      Difficulty Level: Difficult                      Type: Practical

Q.3. A customer lodged a complaint that the purchased software is not responding and wants the same to be repaired. You tried to repair the same, but it could not be fixed at your end. Which of the following will be the **most appropriate** action for resolving the issue?

- A. Forward the query to the technical department
- B. Ask your colleague to repair the software
- C. Inform the customer that the software cannot be fixed
- D. Complain about the software to your manager

Correct Answer: A

PC: PC 12                      Difficulty Level: Easy                      Type: Practical

Q.4. You have completely processed a customer's service request and the customer is satisfied with the provided resolution, then which of the following steps will you take?

- A. Record the service request and its resolution
- B. Transfer the customer's call to the accounts department
- C. Ask your junior colleague to record the service request later
- D. Do not record the service request as the customer is satisfied

Correct Answer: A

PC: PC 13                      Difficulty Level: Moderate                      Type: Practical

Q.5. If a customer demands extra services which are not enlisted in the Service Level Agreement of a product, then how will you respond to him/her?

- A. Deny the customer stating the standard policies
- B. Accept the customer's request
- C. Complain about the customer to your manager
- D. Ignore the customer's mails/calls

Correct Answer: A

PC: PC 4,10,11                      Difficulty Level: Easy                      Type: Practical

Q.6. If you are unable to understand the service request mail sent by a customer, then which of the following actions should **NOT** be taken?

- A. Confirm the request with the customer
- B. Contact your manager for seeking clarification
- C. Deny to process the service request
- D. Seek assistance from the experienced colleagues

Correct Answer: C

### **NOS SSC/N9001 (Manage your work to meet requirements)**

PC: PC 4,5                      Difficulty Level: Moderate                      Type: Practical

Q.7. If you have to transfer a confidential data file to your colleague present in another office, then which of the following will be the **most appropriate** way to do so?

- A. Encrypt the file and share it through an email
- B. Send the file without encrypting it
- C. Ask your junior colleague to transfer the file
- D. None of the mentioned options

Correct Answer: A

PC: PC 7,8                      Difficulty Level: Moderate                      Type: Practical

Q.8. A customer wants to purchase multiple copies of the software, but he/she demands a certain discount for the same. What should be your **most appropriate** response?

- A. Consult with your Manager about the customer's proposal
- B. Directly deny the customer
- C. Accept the customer's proposal without consulting with the Manager
- D. Hang up the customer's call

Correct Answer: A

**NOS SSC/N9003 (Maintain a healthy, safe and secure working environment)**

PC: PC 1,3                      Difficulty Level: Easy                      Type: Theory

Q.9. In which of the following situations, should you evacuate the building?

- A. Slippery floor
- B. Fire emergency
- C. Broken glass pieces lying on the floor
- D. Minor fluctuation in the voltage

Correct Answer: B

PC: PC 4,5,6                      Difficulty Level: Moderate                      Type: Practical

Q.10. If you observe some naked wires under the desk of your colleague, then which of the following actions will you take?

- A. Inform the maintenance department to fix the wires on an immediate basis
- B. Fix the wires yourself
- C. Ask your junior colleague to fix the wires
- D. Ignore the situation

Correct Answer: A