



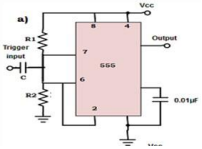



Sample QB: Field Technician Computing and peripherals-Theory

S.no	Question	Option 1	Option 2	Option 3	Option 4
1	What is the reason for entering customer and other relevant details into the customer portal after receiving a customer complaint?	To show typing skills	For Future Reference	As a Formality	To show customer you are busy
2	Even though the printer's ON lamp is illuminated, it is not printing. How can this issue be resolved?	Make sure the printer is on line	Replace the AC line fuse	Turn the printer on and off	Replace the ribbon
3	What is the required data transmission medium for wireless connections?	Optical fiber	Air	Light	None of these
4	What is the most effective code of conduct for businesses to follow when interacting with customers?	Communicating with soft tone	Keep arguing on type of repair	Keeping your conditions before work	Charging high cost
5	Which is NOT an example of Etiquette ?	Polite behavior	Indifference	Protocol	Good manner
6	You are working on repairing dot matrix printers, Identify the which of the following are examples of it:	Line printers	Of brand printers	Character printers	Ink jet printers

7	A customer have lodge in a complaint for repair of a handset, what will you ask him for?	Warranty or guarantee	Problem in the phone	Date of purchase	All of these
8	Identify a Electrostatic discharge mat from the given images:				
9	Identify the initial step for connecting a wireless keyboard and mouse to a computer from the provided instructions.	Connect the USB receiver into the USB port of the computer	Install batteries in both the wireless mouse and the keyboard	Switch on the small power buttons on both	Remove the plastic battery tab

10	<p>Rearrange the steps in its correct order to how to check the performance of a system's OS</p> <p>a)Turn on the system o Check whether the correct OS name is displayed.</p> <p>b)Then select the "Start" button.</p> <p>c)Look for an " about windows " window to appear</p> <p>d)Then right click on my computer and open the properties option</p> <p>e)Look at the system properties" windows that display about the system configuration , protection, system manager and so on</p>	a,b,c,d,e	a,c,d,e,b,	b,c,d,a,e,	e,b,c,d,,a
11	<p>How would you select the perfect spot for the installation of desktop computer and modem for the same?</p>	As per the customer instructions and with perfect netwrok signals	As per the customer instructions	As per your conveninece	Any where

<p>12</p>	<p>The circuit shows which application of 555 timer?</p> 	<p>Comparator</p>	<p>Monostable multivibrator</p>	<p>Bistable multivibrator</p>	<p>None of these</p>
<p>13</p>	<p>To enhance network performance by expanding available bandwidth for hosts and reducing the size of broadcast domains, which strategy would be effective?</p>	<p>Hubs</p>	<p>Manged Hubs</p>	<p>Switches</p>	<p>Switches configured with VLANs</p>
<p>14</p>	<p>The internet model consists of _____ layers.</p>	<p>3</p>	<p>5</p>	<p>7</p>	<p>10</p>
<p>15</p>	<p>The warranty coverage of a printer will depend upon _____.</p>	<p>Company policy of the brand of printer</p>	<p>Policy of your store</p>	<p>Your personal developed policy</p>	<p>As per the customer demand</p>
<p>16</p>	<p>Identify the equipment:</p> 	<p>Multimeter</p>	<p>Flying probe</p>	<p>Tester</p>	<p>Ammeter</p>

17	Identify the Protocol that allows user to log- on to a host computer from remote computers:	Telnet	POP	PPP	SLIP
18	Why should a customer be informed regarding the cost ?	Understand the financial status	As a formality	Customer's prerogative to avail the service or not	To irritate
19	Why is it important to verify the accessories and conduct a demonstration for the customer before completing a desktop computer repair service?	To impress the customer	To provide necessary details on the warranty	To ensure the functionality of the replaced part	To Identify problem
20	What is the full form of TAT?	Turn arrival time	Turn around time	Turn all in time	All are correct

Answer
2
1
2
1
2
3

4
2
1

1

1

2
4
2
1
1

1
3
3
2

Sample QB: Field Technician Computing and peripherals-Viva

S.no	Viva Question	Answer
1	What are the to-do list to be followed at a customer's premises?	<ol style="list-style-type: none"> 1. Enquire about the symptoms and history of the problem 2. Ask about the year of purchase, service and warranty 3. Identify the problem based on the customer's information and examination of the purifier 4. Communicate the problem identified to the customer and inform about the possible reasons 5. Inform the customer regarding the costs involved and hand over the invoice are the task is completed 6. Ensure service is provided to achieve 100% customer satisfaction
2	Name any two techniques of software maintenance?	<ol style="list-style-type: none"> 1. Corrective maintenance 2. Adaptive maintenance 3. Perfective maintenance 4. Preventive maintenance
3	Before installation what all should you check inside the package?	<ol style="list-style-type: none"> 1. Cracks on the monitor screen 2. Missing of any hardware component 3. Damage to any hardware component
4	How to Check Performance of Laptop	<ol style="list-style-type: none"> 1.Right-click your computer's "Start" bar. Do not right-click on the actual "Start" button. Right-click anywhere on the bar that the "Start ... 2.Click "Start Task Manager". 3.Click "Performance." The window now on screen can be used to track the current performance statistics of your laptop computer.
5	Explain that depending on the BIOS manufacturer how many types of beep codes are there?	<ol style="list-style-type: none"> 1. AMI Beep Code (AMIBIOS) o Award Beep Code (Award BIOS) 2. Phoenix Beep Code (Phoenix BIOS)

Sample QB: Field Technician Computing and peripherals-Practical

S.no	Practical scenario	Rubrics
1	Demonstrate the steps of connecting a wireless mouse a keyboard and a printer to the computer.	Steps of connecting a wireless mouse and a keyboard to the computer: 1. Connect the USB receiver into the USB port of the computer 2. Turn off the computer 3. Remove the plastic battery tab 4. Install batteries in both the wireless mouse and the keyboard Switch on the small power buttons on both, the mouse and the keyboard 5. Install a printer: Install the cartridges in the printer and place paper on its tray. 6. Insert installation CD. Run the set-up application. Connect the printer to the PC using the USB cable. 7. Turn it on. Print a test page