









Sample QB: Field Technician Networking and Storage-Theory

S.no	Question	Option 1	Option 2	Option 3	Option 4	Answer
1	What information should be verified and confirmed with the customer?	Time of visit	Address	Type of work	All options are correct	D
2	How would you initiate communication with a customer?	Greet and listen to their problem	Ask them to contact office	Start suggesting solutions	Forwarding the call	A
3	How would you ensure customer satisfaction?	Argue with him	Listen to his problem and take feedback post completion of work	Ignoring his issues	All options are correct	B
4	Open & _____ questions should be asked from customer in order to understand the problem .	Shut	Close	Direct	Indirect	B

5	After diagnosing the faulty system, what information should be communicated to the customer?	Replacement process	Repair process	Both A & B	All options are incorrect	C
6	After checking the system, _____ needs to be suggested to client ?	AMC	Possible solutions	Warranty	Process	B
7	Should the customer be informed about the costs associated with repairs or replacements after the work is completed? "True or False".	TRUE	FALSE			B
8	What is the full form of SLA ?	Service Level Arrangement	Service Level Assistance	Service Level Agreement	All options are incorrect	C

9	Which all information should be handy before starting the installation?	Site condition	System design	Customer specific requirements	All options are correct	D
10	What is the name of this connector? 	Data cable	HDMI	SATA	PATA	B
11	What is the purpose of the hardware devices shown in the image? 	Storage Devices	Power Devices	Binary Devices	Oscillation Devices	A

12	The represented image is of: 	Router	Hard disk	Hard drive	CD Drive	A
13	What can you use to ensure uninterrupted power supply that results to data corruption ?	Surge protector	Proper grounding	UPS	All options are incorrect	C
14	Refer to the image and identify, which of these depicts a Router?					C
15	Which storage device uses rigid, permanently installed magnetic disks to store data?	Floppy	Permanent disc	Hard disk	Optical disk	C

16	Which of these device isn't used used for storing data?	CD	Floppy	Hard disk	Mouse	D
17	A standard SATA (Serial Advanced Technology Attachment) cable can be identified by ?	Two connectors, each having 7 pins	One connector having 20 pins	Two connectors, each having 15 pins	All options are incorrect	A
18	How do we name the devices (Hosts/Routers etc) shown in the image? 	Storage Devices	Networking Devices	Elementary Devices	Primary Devices	B
19	What should be done if you are not able to resolve any customer issue or problem?	Ignore them	Escalate issue or problem to your senior	Tell them that you don't know	Redirect them to some other person	B

20	What do you understand by warranty ?	A period which includes repair or replacement of the product for free	A period wherein only replacement is done	A period wherein only service is provided	All options are incorrect	A
----	--------------------------------------	---	---	---	---------------------------	---

Sample QB: Field Technician Networking and Storage-Viva

S.no	Viva Question	Answer
1	A customer calls you, how will you deal with him? Mention any two points.	<ol style="list-style-type: none"> 1. First of all you will greet the customer 2. Listen to the customers carefully 3. follow some etiquettes while interacting with customers. 4. cordinate with the customer and then seek a preferred suitable time.
2	If you have to schedule a onsite inspection, How would you do it. Give any three steps.	<ol style="list-style-type: none"> 1.Note the problem in a short frame and take all the inputs from the customer 2. Call the customer and tell the procedure, time taken, quote of the process and the reason why it needs repair or replacement & seek his approval for the same. 3.Provide a correct and approved invoice, if required so that there is no issues or loss from any side.
3	If the customer is angry with the service and the product provided by your company, What would you do then? Give any two points.	<ol style="list-style-type: none"> 1. You should greet him first, and listen to his complaints patiently & sincerely. 2. You would treat him politely by understanding his problem and taking note of all his issues serially. 3.You would provide 100% satisfaction to him about the procedures to complete and resolve his complaint
4	What are the basic requirements and things to be remembered while installing any product?	<ol style="list-style-type: none"> 1. Check if the product has any ports, etc physical outlets, softwares and hardwares, the team should check it and then install it. 2. Check, at the end of the day the client satisfaction is the utmost important aspect for running any company. 3. Keep a note of the total time because wasting time is against the norms and would leave to company's loss.
5	If you have a complaint for repair/replacement at your service centre, what should be done accordingly? Mention Steps.	<ol style="list-style-type: none"> 1. You would note the problem in a short frame and take all the inputs from the customer 2. You should call the customer and tell the procedure, time taken, quote of the process and the reason why it needs repair or replacement & seek his approval for the same. 3.You should call the customer and tell the procedure, time taken, quote of the process and the reason why it needs repair or replacement & seek his approval for the same.

Sample QB: Field Technician Networking and Storage-Practical

S.no	Practical Scenario	Rubrics
1	If you have a complaint for repair/replacement at your service centre, what should be done accordingly?	<ol style="list-style-type: none">1. You would note the problem in a short frame and take all the inputs from the customer2. You should call the customer and tell the procedure, time taken, quote of the process and the reason why it needs repair or replacement & seek his approval for the same.3. A correct and approved invoice should be provided if required so that there is no issues or loss from any side.