

Field Technician - UPS & Inverter

Time: 90 Min.

(Sample Paper)

MM:215

NOS	Difficulty Level	Question	Choice A	Choice B	Choice C	Choice D	Alloted Marks
ELE/N0061: Understand requirement of customer	Hard	In the context of field technician work, what technical challenges may arise when addressing customer complaints registered at customer care?	Difficulty in understanding the complaint	Simplifying the communication process	Efficiently resolving all issues	Ignoring customer concerns	4
ELE/N0061: Understand requirement of customer	Medium	How you should avoid conflict with a customer?	Be willing to compromise	Be patient and understanding	Be clear and concise in your communication	Insist on your point of view	1
ELE/N0061: Understand requirement of customer	Medium	How you should handle a situation where a customer is unable to describe the problem in detail?	Ask the customer to show you the appliance and the problem	Ask the customer if you can try the appliance yourself	Ask the customer if there is anyone else who can describe the problem in more detail	Request the customer's favorite appliance color for clarity	9
ELE/N0061: Understand requirement of customer	Medium	How you should handle a situation where the customer is not satisfied with your explanation of the problems and possible reasons?	Ask the customer what they do not understand	Try to explain the problems and possible reasons in a different way	Offer to provide the customer with more information	Request the customer's favorite problem-solving technique	6
ELE/N0061: Understand requirement of customer	Easy	What is the first thing you should do when suggesting possible solutions to a customer?	Explain the different solution options to the customer	Provide the customer with a detailed estimate of the costs involved in each solution	Ask the customer if they have any questions or concerns	Propose an entirely new set of problems to the customer	10
ELE/N0061: Understand requirement of customer	Easy	What is the first thing you should do before proceeding with any repairs or maintenance on a customer's UPS or inverter?	Get the customer's approval	Provide the customer with an estimate of the cost of the work	Explain the different options available to the customer	Ask the customer to recite a poem	5
ELE/N0061: Understand requirement of customer	Easy	What is the first step in ensuring an accurate assessment of the problem and necessary solution(s) for a customer's UPS or inverter?	Gather all relevant information from the customer	Test the UPS or inverter	Inspect the UPS or inverter	Check the weather forecast	3
ELE/N0061: Understand requirement of customer	Easy	What is the first step in ensuring 100% customer satisfaction and positive feedback?	Understand the customer's needs and expectations.	Identify the root cause of the problem.	Recommend a solution.	Obtain the customer's approval.	2
ELE/N7201: Install the UPS/Inverter	Hard	In the context of UPS/Inverter installation, what technical challenges may arise during the preinstallation site visit?	Confirming customer preferences	Complicating the communication process	Efficiently handling all installations	Ignoring customer concerns	3
ELE/N7201: Install the UPS/Inverter	Hard	When carrying out pre-installations for UPS/Inverter work, what technical challenges might arise?	Ensuring safety	Complicating project scope	Efficiently handling all installations	Ignoring customer concerns	2
ELE/N7201: Install the UPS/Inverter	Medium	What factors may influence the product not matching the customer order in terms of color and model? Miscommunication between the customer and technician	Shipping errors or mishandling	Technician's color preferences	Local weather conditions	Product brand and logo	3
ELE/N7201: Install the UPS/Inverter	Medium	What challenges might technicians face when checking for signs of shipping damages on the UPS during installation?	Time constraints	Shipping damage may not be obvious	Customer dissatisfaction	Lack of proper tools	2

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ELE/N7201: Install the UPS/Inverter	Medium	What role does checking pre-installation requirements play in ensuring the success of the UPS/Inverter placement?	Avoiding customer complaints	Equipment compatibility and customer satisfaction	Efficiency and time management	Customer cost reduction	3
ELE/N7201: Install the UPS/Inverter	Medium	If you encounter difficulties when detaching the UPS cabinet bolts, how would you troubleshoot the issue?	Check the bolt threads for damage	Use excessive force to remove the bolts	Ignore the issue and proceed with installation	Replace the entire UPS cabinet	2
ELE/N7201: Install the UPS/Inverter	Easy	What should you do after connecting the power and control wires?	Align the UPS according to the manual	Turn on the power supply	Begin troubleshooting	Call a colleague for assistance	5
ELE/N7201: Install the UPS/Inverter	Easy	What is the purpose of the customer acknowledgement form?	To record the technician's experience	To gather customer feedback	To provide installation instructions	To certify compliance with regulations	5
ELE/N7201: Install the UPS/Inverter	Easy	What is the purpose of interacting with your supervisor for understanding work requirements?	To share their favorite recipes	To discuss the latest fashion trends	To clarify job expectations	To learn new dance moves	5
ELE/N7201: Install the UPS/Inverter	Easy	Why is it important to handle the UPS/Inverter packaging with care during removal?	To prevent equipment damage	To ensure customer satisfaction	To comply with company quality standards	To reduce packaging waste	6
ELE/N7201: Install the UPS/Inverter	Easy	Why is it crucial to operate UPS/Inverters in a safe and stable condition?	Ensures longevity and reliability	Supports creative problem-solving	Enhances product aesthetics	Boosts workplace morale	4
ELE/N7202: Repair dysfunctional UPS/Inverter	Hard	In addition to assessing visible damage and collecting error codes, what advanced technique can a technician use to diagnose complex faults in a UPS/inverter?	Conduct a load test on the unit	Analyze power quality reports	Consult the user manual	Record the customer's contact information	4
ELE/N7202: Repair dysfunctional UPS/Inverter	Medium	What is the significance of monitoring system parameters from the control panel in UPS/Inverter maintenance?	It helps detect performance issues	It provides a visual light show	It identifies taste preferences	It predicts equipment failures	6
ELE/N7202: Repair dysfunctional UPS/Inverter	Medium	What safety precautions should be taken when replacing a damaged component in a UPS?	Wear gloves and a helmet	Disconnect the power source	Use a crowbar to remove components	Blow compressed air into the unit	5
ELE/N7202: Repair dysfunctional UPS/Inverter	Medium	When reassembling a UPS, what is the primary function of the communication wiring?	To provide backup power during outages	To communicate with the user	To regulate the voltage	To protect against overcurrent	4
ELE/N7202: Repair dysfunctional UPS/Inverter	Medium	What could be the consequence of using abrasive cleaning agents on a UPS unit?	Increased efficiency	Scratches and damage	Extended lifespan	Improved cooling	6

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ELE/N7202: Repair dysfunctional UPS/Inverter	Easy	What should you do to prevent any damage during handling?	Place the unit in a stable location.	Use a forklift to move the unit.	Ensure all cables are connected before handling.	Hit the unit to check its sturdiness.	4
ELE/N7202: Repair dysfunctional UPS/Inverter	Easy	What is the significance of preventing repeated issues in repaired equipment?	Ensures customer satisfaction and trust.	Saves time on future repairs.	Reduces service costs.	Eliminates the need for follow-up visits.	4
ELE/N7202: Repair dysfunctional UPS/Inverter	Easy	Why is it important for field technicians to specify the module requirement when a faulty module needs replacement?	Ensures the right replacement is ordered.	Reduces repair costs.	Improves customer relations.	Shortens the process time.	3
ELE/N7202: Repair dysfunctional UPS/Inverter	Easy	Why is it important to ensure 100% customer satisfaction in technical service?	Boosts company reputation.	Lowers service standards.	Increases customer dissatisfaction.	Reduces customer complaints.	4
ELE/N9905: Work effectively at the workplace	Hard	What strategies can be employed to improve communication and information exchange with colleagues?	Schedule regular feedback sessions	Implement a chatbot for queries	Create a collaborative online platform	Hire external communication experts	5
ELE/N9905: Work effectively at the workplace	Medium	What is the best approach to ensure clarity regarding team goals and targets?	Hold a team meeting	Check the team's project plan	Request HR intervention	Ignore the goals	3
ELE/N9905: Work effectively at the workplace	Medium	In a scenario where you have multiple tasks to complete, how would you prioritize your duties?	Importance and urgency	By deadline	Random selection	Based on personal preference	3
ELE/N9905: Work effectively at the workplace	Medium	What practices can help in maintaining orderliness and cleanliness in the workplace?	Regular cleaning	Keep clutter around	Share the mess with others	Disregard cleanliness rules	5
ELE/N9905: Work effectively at the workplace	Medium	What types of content should you contribute to the organizational knowledge base?	Personal anecdotes	Relevant cases and solutions	Fictional stories	Random trivia	3
ELE/N9905: Work effectively at the workplace	Easy	Why is it important to follow workplace standards, organizational policies, and legislative requirements?	To encourage chaos and confusion	To promote unethical behavior	To undermine professionalism	To maintain order and ethics	6
ELE/N9905: Work effectively at the workplace	Easy	Why is it essential to protect the rights of the client and the organization when providing services at the workplace?	Protection is not essential	It can lead to legal issues	It fosters trust and integrity	It doesn't affect the workplace	5
ELE/N9905: Work effectively at the workplace	Easy	Why is selecting the right spares for recorded complaints important in upholding social diversity at the workplace?	Social diversity doesn't matter	It enhances workplace diversity	It disrupts workplace harmony	It's a standard industry practice	6

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ELE/N9905: Work effectively at the workplace	Easy	Why is it important to inform the customer about maintenance procedures and practices to avoid future issues, especially in a diverse workplace?	It's not important	Customers never require maintenance info	Maintenance doesn't prevent future problems	Diverse customers can't follow instructions	4
ELE/N1002: Apply health and safety practices at the workplace	Hard	In which situations should you use the "buddy system" at work to prevent accidents?	When handling dangerous chemicals, working in confined spaces, or during high-risk tasks	When handling paperwork or working on a computer	When taking coffee breaks or personal phone calls	When writing reports or attending meetings	8
ELE/N1002: Apply health and safety practices at the workplace	Medium	What type of safety procedures should be followed when working in a confined space?	Safety goggles	Steel-toed boots	Respirators	Earplugs	7
ELE/N1002: Apply health and safety practices at the workplace	Medium	What is the primary purpose of first aid equipment in the workplace?	To make tea	To perform medical procedures	To improve air quality	To play music	5
ELE/N1002: Apply health and safety practices at the workplace	Medium	How can employees contribute to fire safety by taking preventive measures?	By creating fire hazards	By ignoring safety protocols	By identifying potential fire hazards	By promoting unsafe practices	4
ELE/N1002: Apply health and safety practices at the workplace	Easy	What should you do if a colleague is bleeding from a wound?	Apply makeup to cover the wound	Call for medical assistance and apply pressure to the wound	Take a photo of the wound	Ignore the colleague	6
ELE/N1002: Apply health and safety practices at the workplace	Easy	What is the first step in identifying waste generated in the workplace?	Ignore it and move on	Sort it into different categories	Dance around the waste	Pretend it's not there	3
ELE/N1002: Apply health and safety practices at the workplace	Easy	Why is it essential to deposit non-recyclable and reusable materials at specified locations?	It's not essential; you can place them anywhere	To create confusion	To reduce waste and encourage recycling	To make the workplace more cluttered	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Hard	Which employability skill is most critical for a project manager?	Public speaking	Risk assessment	Balloon animal artistry	Time management	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Hard	How can 21st Century Skills be applied in a professional setting to enhance one's career?	They cannot be applied effectively	They can make you look old-fashioned	They enable individuals to adapt to change	They are not relevant in the professional world	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Medium	In what scenarios is the ability to use basic English for conversation important?	Business negotiations	Programming in Java	Advanced physics discussions	Gardening conversations	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Medium	What is a potential downside of focusing solely on one's career without considering personal interests?	Burnout	Increased job satisfaction	Enhanced work-life balance	Improved career progression	3

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DGT/VSQ/N0102: Employability Skills (60 Hours)	Medium	How can you effectively communicate with colleagues of all genders and people with disabilities in the workplace?	Send them cryptic messages	Respect their choices	Whisper your instructions in their ears	Maintain silence at all times	1
DGT/VSQ/N0102: Employability Skills (60 Hours)	Medium	What factors should you consider when choosing a bank for your financial needs?	Location and services	Color of the bank's logo	Weather on the day of visit	The number of bank branches nearby	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Easy	What should you do to protect your personal information when using the internet?	Use a strong, unique password	Share your passwords with friends	Keep your passwords written down	Use the same password for all accounts	3
DGT/VSQ/N0102: Employability Skills (60 Hours)	Easy	What is the term for starting a business with the goal of making a profit?	Social entrepreneurship	Intrapreneurship	Entrepreneurship	Solopreneurship	2
DGT/VSQ/N0102: Employability Skills (60 Hours)	Easy	What term is commonly used to describe customers who are loyal to a particular brand or company?	One-time customers	Frequent shoppers	Repeat customers	Brand enthusiasts	1
DGT/VSQ/N0102: Employability Skills (60 Hours)	Easy	What is a Curriculum Vitae (CV) primarily used for when applying for jobs?	Showing academic achievements	Providing references	Sharing personal interests	Highlighting skills and experience	1
DGT/VSQ/N0102: Employability Skills (60 Hours)	Easy	What is a common offline method for applying to job openings?	Email	Walk-in to the company's office	Fax	Phone call	1