IoT Technical Service Operator
TEL/Q6214 Version-3.0 Level-3

Job Role Name QP Code		Batch Name/Id	
Duration:		Max Marks:	**230**
Name of Candidate		Candidate Signature	
Assessor Name		Aadhaar Number	
Assessor Signature		Trainer Signature	
TP Name		TC Name	
TP/TC Stamp with Signature		Date	

Instruction:

1. All questions are compulsory
2. The question papers consist of MCQ.
3. You will be given 60 minutes
4. Please read all questions carefully
5. There is no negative marking

TEL/N6252.Carry out Troubleshooting for IoT Devices and Connectivity Issues

1. What is the first step in troubleshooting an IoT device connectivity issue?

(5Marks)

A. Checking power supply and device status
B. Ignoring error codes
C. Upgrading the entire network
D. Replacing the device immediately

2. Which tool helps monitor network traffic for IoT devices? **(5Marks)**
A. Screwdriver
B. Network analyzer
C. Multimeter
D. Hammer

3. What should be checked if an IoT device is not responding to commands?

(5Marks)

A. Room temperature
B. Device firmware and software settings
C. Device brand logo
D. Cable paint color

4. Why is it important to check Wi-Fi or cellular signal strength during troubleshooting? **(5Marks)**
A. To measure device weight
B. To adjust device height
C. To ensure proper device connectivity
D. To improve aesthetics

5. Which step helps isolate a faulty IoT device in a network?   **(5Marks)**
A. Changing device labels
B. Adding random devices
C. Disconnecting devices one by one
D. Ignoring network configuration

6. What action is necessary after resolving connectivity issues in IoT devices?

(5Marks)

A. Reset all devices again
B. Turn off network permanently
C. Leave the problem unrecorded
D. Document the troubleshooting process

TEL/N6253.Assist in Providing IoT Solutions to Clients
7. What is the first step when assisting a client with an IoT solution?   **(5Marks)**
A. Analyze client requirements
B. Replace old equipment
C. Install devices immediately
D. Ignore client input

8. How should an IoT operator explain device functionality to a client?   **(5Marks)**
A. Using technical jargon only
B. In clear and simple language
C. Avoid explaining
D. By sending manuals only

9. Which step ensures client satisfaction during IoT solution deployment? **(5Marks)**
A. Leaving issues unresolved
B. Providing ongoing support
C. Ignoring feedback
D. Rushing installation

10. What should be done before demonstrating IoT devices to clients?   **(5Marks)**
A. Skip testing
B. Use any random device
C. Leave device offline
D. Check device configuration and connectivity

11. How can an IoT operator customize solutions for a client?   **(5Marks)**
A. Using default settings only
B. Copying another client's setup
C. Ignoring client requirements
D. Tailoring device settings based on client needs

12. What is important to maintain after providing IoT solutions to clients? (5Marks)
A. Stop communication
B. Ignore future requests
C. Discard client reports
D. Documentation and follow-up

TEL/N6254.Assist in Creating Smart Cities by Implementing Internet of Things (IoT) Solutions

13. What is the primary goal of implementing IoT solutions in smart cities?(6Marks)
A. Limit connectivity
B. Improve services
C. Reduce traffic
D. Increase cost

14. Which IoT application helps manage city traffic efficiently? (6Marks)
A. Air purifiers
B. Smart lights
C. Solar panels
D. Vending machines

15. How do IoT sensors contribute to environmental monitoring? (7Marks)
A. Manage fines
B. Paint infrastructure
C. Collect real-time data
D. Track social media

16. Which step is essential before deploying IoT devices? (7Marks)
A. Plan placement
B. Random installation
C. Replace devices
D. Ignore connectivity

17. How can IoT solutions improve energy management? (7Marks)
A. Manual reading
B. Smart meters
C. Increase waste
D. Shut down systems

18. Why is data security important in smart city IoT? (7Marks)
A. Block installation
B. Protect citizen data
C. Reduce internet speed
D. Make devices costly

TEL/N6255.Use Internet of Things (IoT) Technology in Agriculture
19. How can IoT sensors help in agriculture? (6Marks)
A. Paint farm tools
B. Increase manual labor
C. Monitor soil moisture
D. Change crop type

20. Which IoT device helps track livestock health? (6Marks)
A. Air purifiers
B. GPS collars

C. Smart lights
D. Solar panels

21. How does IoT improve irrigation efficiency? (7Marks)
A. Counting seeds
B. Painting pipes
C. Automatic watering systems
D. Manual sprinklers

22. What can IoT-enabled drones be used for in agriculture? (7Marks)
A. Fertilizer packaging
B. Crop monitoring
C. Weed removal by hand
D. Tractor repair

23. Why is data collection important in smart farming? (7Marks)
A. Decorate farm
B. Increase soil weight
C. Store water
D. Analyze crop health

24. How can IoT help reduce pesticide usage? (7Marks)
A. Spray randomly
B. Ignore pest detection
C. Targeted spraying based on sensor data
D. Use larger areas

TEL/N9101.Organise Work and Resources as per Health and Safety Standards
25. What is the first step in organizing work safely? (5Marks)
A. Start tasks immediately
B. Leave tools scattered
C. Identify potential hazards
D. Ignore safety protocols

26. How should IoT devices be handled during installation? (5Marks)
A. With care and proper tools
B. Without power checks
C. Ignored if faulty
D. Randomly connected

27. Which action ensures a safe workplace? (5Marks)
A. Block emergency exits
B. Keep work area clean
C. Leave cables untidy
D. Overload devices

28. How should resources be allocated for a project? (5Marks)
A. Ignoring workload
B. Based on project needs

C. All to one person
D. Randomly distributed

29. Which practice helps prevent accidents during IoT deployment?   **(5Marks)**
A. Rush the installation
B. Follow health and safety guidelines
C. Ignore warning signs
D. Use untested devices

30. How should hazardous materials be managed?   **(5Marks)**
A. Mix with other materials
B. Dispose randomly
C. Store properly with labels
D. Leave in open areas

TEL/N9102.Interact Effectively with Team Members and Customers
31. How should you communicate with team members during a project?   **(8Marks)**
A. Speak occasionally
B. Clearly and respectfully
C. Ignore their suggestions
D. Use only technical jargon

32. What is important when handling customer queries?   **(8Marks)**
A. Avoiding questions
B. Ignoring complaints
C. Listening actively
D. Providing vague answers

33. How can feedback from colleagues improve performance?   **(8Marks)**
A. By analyzing and applying suggestions
B. By arguing
C. By discarding it
D. By delaying response

34. Which approach helps in resolving conflicts in a team?   **(8Marks)**
A. Open discussion and compromise
B. Avoiding meetings
C. Ignoring the issue
D. Blaming others

35. How should you explain IoT solutions to customers?   **(8Marks)**
A. Provide manuals only
B. Using simple and clear language
C. Avoid explanation
D. Using complex technical terms

36. Which skill helps in adapting to new IoT technologies quickly? (4Marks)
A. Avoiding learning
B. Technical adaptability
C. Ignoring updates
D. Repeating old methods

37. How can an operator demonstrate professionalism at work? (4Marks)
A. Arriving late
B. Ignoring team tasks
C. Punctuality and responsibility
D. Avoiding communication

38. Which skill is important for effective problem-solving? (4Marks)
A. Critical thinking
B. Avoiding decisions
C. Random guessing
D. Following blindly

39. How can communication skills improve work efficiency? (4Marks)
A. Confusing messages
B. Clear and concise information sharing
C. Speaking rarely
D. Avoiding feedback

40. Why is teamwork important for an IoT operator? (4Marks)
A. Collaborate to complete tasks efficiently
B. Work in isolation
C. Ignore team input
D. Compete with colleagues

Answer Key

1	A	11	D	21	C	31	B
2	B	12	D	22	B	32	C
3	B	13	B	23	D	33	A
4	C	14	B	24	C	34	A
5	C	15	C	25	C	35	B
6	D	16	A	26	A	36	B
7	A	17	B	27	B	37	C
8	B	18	B	28	B	38	A
9	B	19	C	29	B	39	B
10	D	20	B	30	C	40	A