Information Technology

Scheme Of Evaluation

Part – A

I.

1. C) because
2. A)us
3. A)insert
4. B) HYPERLINK("URL","Friendly Name")
5. C) Information Rights Management
6. A)Slideshow
7. D) .ics
8. A) Moz backup
9. A) HTM editor
10. D) insert

Part – B

II.

11.

- Communication
- Problem solving
- Computer skills
- People skills
- Grammar and spelling

ANY FOUR

12.

- Ask the customer if their issue has been solved to their satisfaction.
- Ask the customer if there is anything else they need any assistance or help with.

- Thank the customer once again for calling your organization.
- Re-introduce ourself.
- Tell the customer it was a pleasure serving them.
- Say good- bye and close call.

ANY TWO

13. File > Send > click outline to presentation.

14. Macro is created to combine a series of frequently repeated tasks into a single step.

Advantages:

- Save time
- Increase efficiency
- Improve productivity

ANY ONE

15. Tools > Protect Document > Document > enter password > click OK.

16.

- To quickly filter the pivot table.
- Can place anywhere in the spreadsheet without moving pivot table.

17. Insert > Movie & sound > browse & select clip > open

18. Insert callout > type text {"class topper"} > drag the callout point to the specific location.

19.

- To make your presentation more interesting.
- To attract audience.

20.

- http://www.compaignmonitor.com/templates/all
- http://www.activecampaign.com/temlates.
- http://www.eblastmagic.com/free-templates.html.
- http://www.benchmarke-mail.com.

ANY TWO

21. Right click calendar > export calendar > save as type > select icalendar (.ics)

22. Behaviors are predefined scripts that add interactively to a webpage. For example you can display a 'ti' when a visitors moves the mouse over particular text.

23. File > New > Page > HTML > OK.

24. Select Tools > Spelling > spelling (F7)

25. Right click on the body on a webpage. page properties > Advanced > specify margin size > save.

<center>Part – C</center>

III.

26. Communication is more than just talking; it requires understanding the information that has been exchanged.

Actions:

- Speaking clearly
- Listening effectively
- Asking questions
- Understanding body language
- Using a common language
- Organizing information
- Understanding

ANY FOUR

27. Paraphrasing is restating it your own words what someone ese said.

- Paraphrasing sends a signal to the speaker that you got speaker is saying.
- Paraphrasing also shows that you are interested in making sure that what you heard is what the speaker meant to say.

28.

- Fie > New text document
- You can create a letter or email
- Select tools > mail merge wizard
- Use the current document > Next
- Select letter & click Next > select different Address list > Add > click OK.

29.

- File > New > Labels
- Type necessary details, select particular size from brand
- Select options tab > check synchronize content options
- Select Format tab
- Enter 3 in column & 10 in rows in Column & Rows
- Click New Document

30.

- Create spreadsheet
- Place the cursor in cell A1. Select Data
- Select Insert > Pivot table > create
- click OK. A pivot table dialog box appears.
- To view the total count of Gender drag & drop Gender in Row field. Drag & drop Gender in Data Fields
- Click Options button
- Select count & click OK twice

31.

- Select Insert tab > click SmartArt from the illustrations group
- Choose a SmartArt Graphic
- Select Hierarchy / List / Process / Cycle / Relationship / Matrix / Pyramid
- Select organization chart
- Click ok

32.

- Crete a presentation with 5-6 slides
- Select slide show menu
- Click Custom Slide Show
- Click New . type a name in Name. select 1, 3 and 5 click >>
- Click ok
- Click start

33.

- Select View > sort by
- Select Size
- Select view > sort by > grouped By sort

34.

- Site > Newsite
- Select Template > choose template
  Example: Organization 5
- Type a new name for this website
- Choose the location to store this website.
- Click ok.

35.

- Select Insert > Interactive button
- Choose a style from button: list
- Replace, Button text in Text:
- Type URL in link
- Click ok
- Check if the hyperlink is working by clicking on it.

36.

a) SEO: Search Engine Optimization

b) CSS: Cascading Style Sheet

c) MEW: Microsoft Expression Web

37.

- Open the website
- Select Site > Publishing settings.
- Prior to publishing, you need to add details such as destinations computer's IP address
- Click Add
- Type a name in Name:
- Select FTP > specify the folder > enter username and password in credentials section > click add > clock ok

Part – D

IV.

38. <u>Opening the conversation:</u>

- Greet the customer
- Thank the customer for calling your organization

Example: thank you for calling Airway Travels, this is Harpreet Kour. How may I help?"

<u>Closing the conversation:</u>

- Ask the customer if their issue has been solved to their satisfaction.
- Ask the customer if there is anything else they need any assistance or help with.
- Thank the customer
- Re-introduce yourself
- Tell the customer it was pleasure serving them
- Say good-bye & close call

39.

- Select edit > changes > Accept or Reject
- Notice the list of items tracked
- If you want to reject a change, click reject
- If you want to accept a change, click accept
- Select "Accept All" to accept all the changes in the document
- Select "Reject all" if you don't want to accept al the changes

40. Pivot chart:

- Create spreadsheet
- Place the cursor in cell A1. Select Data range A1:F10
- Select insert > Pivot table >
- click OK. A pivot table dialog box appears.
- Select the option PivotChart. A Create Pivot Table with Pivot chart dialog box appears
- Drag and drop Gender from Choose Fields to add report: o Axis Fields Categories and Values.
- Notice a chart is created
- You can include other fields to this PivotChart.

41.

- Create a spreadsheet
- Select File > Export as PDF. A PDF options dialog box appears
- Select Security tab.
- Click Set passwords

- Type password and confirm textboxes under Set permission password section click OK.
- Uncheck Enable copying of content under Changes section
- Click Export
- Type file name in Fie Name: and click Save

42. MozBackup is a free utility that you can use to backup Mozila Firefox and Thunderbird.

- Go http://MozBackup.jasnapaka.com.
- Download MozBackup and install it on your computer.
- Click Start > Programm> MozBackup.
- Click Next
- Select Mozilla Thunderbird. > Next
- Click Browse > save
- Click > next > Finish

43.

- Select Insert > HTML > More HTML Tags. The HTML toolbox is displayed.
- Scroll down and expand Form Controls.
- Select Form from the Form Control List
- Click and drag Form from the toolbox to the webpage
- Select Input (Text)from Form Control List.
- Press enter
- Use the Input (submit) control from Form Control List
- Double clock the Input (Text) field that you just inserted. Text Box Properties dialog box appears.
- Select Options. Specify URL
- Click ok and save.