

Sector	QPCode	Job Role Name	NSQF Level	Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)	Dimension/Specification/Description of the Equipment/ ANY OTHER REMARK
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Sample CRM tool for demonstration	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Telephone, voice recorder, IVR and software / document formats for recording call / interactions	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	White Board, Markers and Eraser	1		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Projector with screen	1		Yes	

IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Flip chart with markers	1		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Faculty's PC/Laptop with latest configuration and internet connection	1		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Supporting software / applications for projecting audio, video, recording,	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Presentation Tools to support learning activities: Intranet, Email, Ims, Learning management system e.g. Moodle, Blackboard to enable blended learning	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Microphone / voice system for lecture and class activities	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Handy Camera	1		Yes	

IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Stationery kit – Staples, Glue, Chart Paper, Sketch Pens, Paint Box, Scale, A4 Sheets	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	For IT Lab sessions: Computer Lab with 1:1 PC : trainee ratio and having internet connection, MS Office / Open office, Browser, chat tools	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Assessment and Test Tools for day to day online Tests and Assessments	30		Yes	
IT-ITES	SSC/Q2210	CRM Domestic Voice	4	For team discussions: Adequate seating arrangement in full / half circle format for one or more teams as per planned team composition.	30		Yes	

IT-ITES	SSC/Q2210	CRM Domestic Voice	4	Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.	30		Yes	
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