



# RAJA MAHENDRA PRATAP SINGH UNIVERSITY, ALIGARH

राजा महेंद्र प्रताप सिंह विश्वविद्यालय, अलीगढ़

ANSWER - KEY

K

3142 : Customer Relationship Management

| Q. No. | Set A | Set B | Set C | Set D |
|--------|-------|-------|-------|-------|
| 1      | B     | A     | B     | D     |
| 2      | B     | B     | C     | A     |
| 3      | A     | B     | B     | B     |
| 4      | C     | A     | A     | D     |
| 5      | A     | C     | D     | A     |
| 6      | B     | B     | B     | A     |
| 7      | B     | A     | A     | D     |
| 8      | B     | A     | B     | A     |
| 9      | B     | D     | B     | B     |
| 10     | D     | A     | C     | D     |
| 11     | A     | A     | A     | A     |
| 12     | A     | C     | B     | A     |
| 13     | A     | B     | B     | A     |
| 14     | A     | A     | D     | B     |
| 15     | D     | A     | A     | D     |
| 16     | D     | D     | B     | A     |
| 17     | B     | C     | A     | A     |
| 18     | C     | A     | B     | C     |
| 19     | A     | A     | D     | B     |
| 20     | D     | B     | D     | B     |
| 21     | B     | B     | A     | D     |
| 22     | B     | A     | A     | B     |
| 23     | C     | A     | C     | A     |
| 24     | C     | D     | C     | D     |
| 25     | A     | A     | A     | A     |
| 26     | A     | A     | A     | A     |
| 27     | D     | C     | D     | C     |
| 28     | A     | C     | A     | C     |
| 29     | B     | A     | A     | B     |
| 30     | D     | A     | B     | B     |
| 31     | B     | D     | B     | D     |
| 32     | B     | D     | A     | A     |
| 33     | C     | B     | A     | C     |
| 34     | A     | A     | C     | B     |
| 35     | A     | B     | D     | D     |
| 36     | D     | A     | A     | D     |
| 37     | B     | D     | A     | A     |
| 38     | A     | B     | B     | A     |
| 39     | A     | B     | C     | A     |
| 40     | A     | A     | A     | A     |
| 41     | D     | C     | A     | D     |
| 42     | B     | B     | D     | B     |
| 43     | A     | B     | A     | B     |
| 44     | D     | A     | A     | B     |
| 45     | A     | B     | B     | B     |
| 46     | A     | D     | C     | A     |
| 47     | D     | A     | A     | C     |
| 48     | B     | B     | B     | A     |
| 49     | A     | C     | B     | B     |
| 50     | D     | B     | A     | B     |

| Q. No. | Set A | Set B | Set C | Set D |
|--------|-------|-------|-------|-------|
| 51     | A     | B     | D     | B     |
| 52     | B     | B     | A     | C     |
| 53     | B     | A     | B     | B     |
| 54     | A     | C     | D     | A     |
| 55     | C     | A     | A     | D     |
| 56     | B     | B     | A     | B     |
| 57     | A     | B     | D     | A     |
| 58     | A     | B     | A     | B     |
| 59     | D     | B     | B     | B     |
| 60     | A     | D     | D     | C     |
| 61     | A     | A     | A     | A     |
| 62     | C     | A     | A     | B     |
| 63     | B     | A     | A     | B     |
| 64     | A     | A     | B     | D     |
| 65     | A     | D     | D     | A     |
| 66     | D     | D     | A     | B     |
| 67     | C     | B     | A     | A     |
| 68     | A     | C     | C     | B     |
| 69     | A     | A     | B     | D     |
| 70     | B     | D     | B     | D     |
| 71     | B     | B     | D     | A     |
| 72     | A     | B     | B     | A     |
| 73     | A     | C     | A     | C     |
| 74     | D     | C     | D     | C     |
| 75     | A     | A     | A     | A     |
| 76     | A     | A     | A     | A     |
| 77     | C     | D     | C     | D     |
| 78     | C     | A     | C     | A     |
| 79     | A     | B     | B     | A     |
| 80     | A     | D     | B     | B     |
| 81     | D     | B     | D     | B     |
| 82     | D     | B     | A     | A     |
| 83     | B     | C     | C     | A     |
| 84     | A     | A     | B     | C     |
| 85     | B     | A     | D     | D     |
| 86     | A     | D     | D     | A     |
| 87     | D     | B     | A     | A     |
| 88     | B     | A     | A     | B     |
| 89     | B     | A     | A     | C     |
| 90     | A     | A     | A     | A     |
| 91     | C     | D     | D     | A     |
| 92     | B     | B     | B     | D     |
| 93     | B     | A     | B     | A     |
| 94     | A     | D     | B     | A     |
| 95     | B     | A     | B     | B     |
| 96     | D     | A     | A     | C     |
| 97     | A     | D     | C     | A     |
| 98     | B     | B     | A     | B     |
| 99     | C     | A     | B     | B     |
| 100    | B     | D     | B     | A     |