

SECTION B
FOR CANDIDATES IN NIGERIA

*Answer **two** questions from this section.*

4. a. Draw a sketch map of Nigeria. [1 mark]
On the map locate and name;
(i) the Kainji dam; [2 marks]
(ii) Lake Chad; [2 marks]
(iii) Ibadan [1 mark]
- b. Highlight **three** factors that impede the development of solar energy in Nigeria. [6 marks]
- c. Explain **four** problems created by the construction of the Kainji dam in Nigeria. [8 marks]
5. a. Draw a sketch map of Nigeria. [1 mark]
On the map, show and name:
i. Latitudes 4°N and 14°N; [2 marks]
ii. Longitudes 3°E and 15°E; [2 marks]
iii. Enugu. [1 mark]
- b. Describe Nigeria under the following headings:
i. size; [4 marks]
ii. location; [6 marks]
iii. position. [4 marks]
6. a. i. List **four** industrial towns in Nigeria. [4 marks]
ii. Indicate **one** type of industrial activity in **each** of the towns listed in 6(a)(i). [4 marks]
- b. Outline **three** contributions of industries to the economic development of Nigeria. [6 marks]
- c. Identify **three** problems which are limiting industrial development in Nigeria. [6 marks]

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web the call center audit checklist is a necessary tool to measure the performance of the company the checklist can be summed up to five things but we have found that it is much easier to audit your call center when using a good power dialer that supports reporting

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web you need to balance your bottom line customer expectations agent needs and a whole host of metrics from average handling times aht to first call resolution fcr and more pointillist lists a total of 27 essential metrics and kpis call centers should track

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web call center quality assurance checklist use this call center quality assurance checklist to judge calls and note if representatives followed approved call protocols this will assist you to check if employees understand customer concerns and give the most proper solution

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web mar 30 2023 productivity standard established for how many calls should be handled on per hour and what should result from the calls for example in term of an outbound center set a goal for the average number of calls per hour the percentage of calls that should result in a sale and average sale dollar amount in audit productivity check the result