Roll No. ⬚⬚⬚⬚⬚⬚⬚⬚

- Please check that this question paper contains **3** printed pages.

- Code number given on the right hand side of the question paper should be written on the title page of the answer-book by the candidate.

- Please check that this question paper contains **23** questions.

- **Please write down the Serial Number of the question before attempting it.**

- 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 10.15 a.m. From 10.15 a.m. to 10.30 a.m., the student will read the question paper only and will not write any answer on the answer script during this period.

BUSINESS PROCESS OUTSOURCING SKILLS

Time allowed : 3 hours   *Maximum Marks : 60*

Instructions :

(i)   *All questions are compulsory.*

(ii)   *Marks for questions are indicated against each.*

(iii) *Part A – Questions No. 1 – 5 are Very Short Answer Questions carrying 1 mark each. They are required to be answered in one sentence each.*

(iv)   *Part B – Questions No. 6 – 10 are Short Answer Questions carrying 2 marks each. Answer to them should not exceed 60 words each.*

(v)   *Part C – Questions No. 11 – 20 are Short Answer Questions carrying 3 marks each. Answer to them should not exceed 70 words each.*

(vi)   *Part D – Questions No. 21 – 23 are Long Answer Questions carrying 5 marks each. Answer to them should not exceed 100 words each.*

PART A

1. What is exception handling ? 1

2. What are dependency fields ? 1

3. Define a customer. 1

4. What are 4Ps of customer expectations ? 1

5. What is OJT ? 1

PART B

6. Explain the statement "Consonants are spoken more softly than vowels, and they tend to get drowned out in noisy environment." 2

7. What is the importance of document management in BPO ? 2

8. What is instructor led training ? 2

9. Describe the process of preparing an invoice. 2

10. Define the terms : Quality and Metrics. 2

PART C

11. What skills are required to succeed in BPO job ? 3

12. Explain high volume data requiring processing. 3

13. Differentiate between voiced and voiceless sound. 3

14. Explain the importance of training in a BPO environment. 3

15. Explain the concept of business continuity and disaster recovery planning. 3

16. Write a note on customer service & feedback. 3

17. Explain advantages that can be gained by an organization by documenting text, video and audio files.   *3*

18. Write short notes on process ramp-up/ramp-down.   *3*

19. What do you understand by standard operating procedures ? What are the key objectives that you will keep in mind while establishing SOPs ?   *3*

20. Write short notes on (a) Transition Budget (b) Process Performance Metrics.   *3*

PART D

21. Compare some of the key features of British culture with Indian culture.   *5*

22. What are e-mail etiquettes that must be observed for success ?   *5*

23. You are a team leader in a BPO company. You are required to implement a new process. How will you manage the change and take steps to implement the new process ?   *5*