

Roll No.

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Candidates must write the Code on the title page of the answer-book.

- Please check that this question paper contains **2** 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

### General Instructions :

- (i) *All questions are compulsory.*
- (ii) *Marks for questions are indicated against each.*
- (iii) *Part A – Question Nos. 1-5 are Very Short Answer Questions carrying 1 mark each. They are required to be answered in one sentence each.*
- (iv) *Part B – Question Nos. 6-10 are Short Answer Questions carrying 2 marks each. Answer to them should not exceed 60 words each.*
- (v) *Part C – Question Nos. 11-20 are Short Answer Questions carrying 3 marks each. Answer to them should not exceed 70 words each.*
- (vi) *Part D – Question Nos. 21-23 are Long Answer Questions carrying 5 marks each. Answer to them should not exceed 100 words each.*

### PART – A

1. What technology is used in imaging ? (1 Mark)
2. What does IPA stand for ? (1 Mark)
3. Define a customer. (1 Mark)
4. What are 4Ps of customer expectations ? (1 Mark)
5. What is CTQ ? (1 Mark)

## **PART – B**

6. Explain the statement “Consonants are more important than vowels in understanding speech”. (2 Marks)
7. Differentiate between “Rules-Set Data Entry and Dependency Fields ? (2 Marks)
8. What is web-based training ? (2 Marks)
9. Describe the process of preparing an invoice. (2 Marks)
10. What would be metrics for performance and processes ? (2 Marks)

## **PART – C**

11. What are the threats to BPO industry in India ? What will you suggest to NASSCOM to avoid these threats ? (3 Marks)
12. Write a short note on the importance of documentation. (3 Marks)
13. What do you understand by regional accent ? (3 Marks)
14. What is a Time Zone ? How many time zones are there in USA ? (3 Marks)
15. Explain the concept of business continuity and disaster recovery planning. (3 Marks)
16. Write a note on customer service & feedback. (3 Marks)
17. Explain advantages that can be gained by an organization by documenting text, video and audio files. (3 Marks)
18. Write short notes on process ramp-up / ramp-down. (3 Marks)
19. What do you understand by standard operating procedures ? What are the key objectives that you will keep in mind while establishing SOPs ? (3 Marks)
20. Write short notes on (a) Transition Budget (b) Process Performance Matrics. (3 Marks)

## **PART – D**

21. Compare some of the key features of American culture with Indian culture. (5 Marks)
22. Explain the techniques of active listening. (5 Marks)
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 Marks)