

00612

**DIPLOMA IN BUSINESS PROCESS
OUTSOURCING - FINANCE AND
ACCOUNTING (DBPOFA)**

Term-End Examination

December, 2016

**BPOI-001 : INTRODUCTION TO FINANCE AND
ACCOUNTING (BPO)**

Time : 3 hours

Maximum Marks : 100

- Note :*
- (i) Section -I - All questions are compulsory.*
 - (ii) Section -II - Attempt any 6 questions out of 8.*
 - (iii) Section -III - Question No. 11 is compulsory.
Attempt any three questions from 12 to 16.*

SECTION - I

1. Fill in the blanks :
- (a) BPOs are typically divided into two categories _____ & _____. **1**
 - (b) Telesales and telemarketing are also known as _____ calling. **1**
 - (c) Statutory adjustments are a function of _____. **1**
 - (d) Issuing a sales invoice is just a part of the _____. **1**
 - (e) Insurance claims processing comes under _____. **1**

2. True or False :
- (a) Outsourcing under F & A processes starts with low value work to mid value work to higher value work thus moving up the value chain. 1
 - (b) Working from home rather than going to an office is termed as Telecommuting. 1
 - (c) When goods are returned for credit, proforma invoice is issued. 1
 - (d) BPO's are the only organisations which are allowing its accounting employees to learn ways and practices of global accounting. 1
 - (e) Under back office processes, BPO employees necessarily interact with customer. 1

SECTION - II

- 3. What are benefits of Outsourcing ? Discuss in brief. 5
- 4. Explain the benefits of outsourcing and off shoring. 5
- 5. What is the difference between voice and non-voice processes ? 5
- 6. Differentiate between captive, third party and rural BPO's. 5
- 7. What is the difference between Accounts Payable and Procure to pay ? 5
- 8. Discuss the different phases in F & A outsourcing in brief. 5
- 9. At the time of hiring in the Finance and Accounting BPO Industry, what are the selection criteria used by Employers ? 5

10. What are the benefits of I.T. in Finance Domain ? 5
Discuss brief.

SECTION - III

11. (a) What is the difference between outsourcing and business process outsourcing ? Discuss with examples.
(b) Explain how India is having advantage in global outsourcing. $7\frac{1}{2}+7\frac{1}{2}=15$
12. Explain the types of BPO processes in any large organisation. Briefly describe them with examples. 15
13. Explain the Horizontal and Vertical dimension in the BPO Context. What services are offered in the Horizontal and Vertical dimensions ? Discuss in brief. 15
14. Explain the life cycle for a BPO process in detail. 15
15. (a) Discuss the kinds of processes and the related opportunities that are being outsourced.
(b) Explain the certain behavioural aspects required to work in BPO Industry. $7\frac{1}{2}+7\frac{1}{2}=15$
16. What are the different ways in which information technology impacts the BPO Industry ? Explain in brief. 15