

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

**Term-End Examination**

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

*Time : 3 Hours*

*[Maximum Marks : 100*

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**Note:** Section I - All questions are compulsory.

Section II - Attempt any 6 questions out of 8

Section III - Question number 11 is compulsory.

Attempt any three questions from 12 to 16.

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**Section I**

1. Fill in the blanks :

- a. .... is a process where customers sends their work to be done to a different location. 1
- b. .... allow handling huge call volumes. 1
- c. Outsourcing in the high end work is termed as ..... 1
- d. Daily sales outstanding is reduced by ..... 1
- e. Line round is a ..... 1



2. True or False-
- a. F&A jobs at the entry level are mere analytical than transactional in nature. 1
  - b. Invoice is issued before the purchase order in AR cycle. 1
  - c. Service Bureaus is the synonym for call centre. 1
  - d. Intensive technology is used as the main platform through which services are processed and delivered. 1
  - e. In F&A BPO, an employee gains expertise in Accounting and client handling skills. 1

## Section II

(Attempt any 6 questions out of 8)

- 3. What are the kinds of roles available in the industry? 5
- 4. Highlight the differences between efficiency tools and management tools? 5
- 5. Explain how India is benefitted through outsourcing? 5

6. Explain with the range of process in BPO?  
Elaborate. 5
7. What are the pros and cons of HR outsourcing as a whole? 5
8. What is the difference between accounts payable and procure to pay? 5
9. "Career in BPO is a serious career and not a job".  
Elaborate. 5
10. What are implications of IT on work culture of BPO? 5

### **Section III**

(Question number 11 is compulsory)

Attempt any 3 from 12 to 16

11. List out the various types of software applications that one would use while working in an F&A process. Explain the function of each of them? 15
12. Explain why BPO industry is a good choice for a young person to start their career? 15
13. Explain in brief the F&A processes being outsourced? 15

14. What do you understand by Horizontal and vertical dimensions in BPO context? Explain. 15
15. Explain cultural sensitization in BPO industry. Give a brief on US and UK cultures? 15
16. Explain the benefits of outsourcing? Define the India's advantage in global outsourcing? 15

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