

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

**Term-End Examination**

**June, 2022**

**BPOI-001/BPOI-101 : INTRODUCTION TO FINANCE  
AND ACCOUNTING (BPO)**

*Time : 3 hours*

*Maximum Marks : 100*

**Note :**

*Section I – All questions are **compulsory**.*

*Section II – Attempt any **six** out of eight questions.*

*Section III – Question no. 11 is **compulsory**. Attempt any **three** questions from questions no. 12 to 16.*

**SECTION I**

**All questions are *compulsory*.**

**1. Fill in the blanks :**

*5×1=5*

- (a) Working from home rather than going to an office is termed as \_\_\_\_\_ .
- (b) The BPO industry in India has been in existence for over \_\_\_\_\_ years.
- (c) \_\_\_\_\_ department handles all aspects of people's welfare.

- (d) Transferring functions to lower cost environment is to \_\_\_\_\_ .
- (e) \_\_\_\_\_ is a stage when a team from the outsourcing company goes to the client site and carries out a doability/feasibility study to determine what can be outsourced.

**2. State True or False :**

*5×1=5*

- (a) Invoice is issued before the purchase order in AR cycle.
- (b) There is a need for a more robust application and ERP is not the preferred solution for large corporations.
- (c) In communication, body language and tone helps to express you.
- (d) F&A jobs at the entry level are more analytical than the transactions in nature.
- (e) Telesales and Telemarketing are also known as Outbound Calling.

## SECTION II

Attempt any **six** questions out of eight questions.

3. Explain the concept of outsourcing and off-shoring. 5
4. Give a brief account on UK culture. 5
5. Explain why health care services are being outsourced to India. 5
6. Explain any **two** terms :  $2 \times 2 \frac{1}{2} = 5$
- (a) ERP
  - (b) VOIP
  - (c) IFRS
  - (d) IT Park
7. Highlight the differences between Efficiency tools and Management tools. 5
8. Transition/Implementation is the most difficult phase of the F&A outsourcing process. Elaborate. 5
9. What kinds of roles are available in the BPO industry ? 5
10. What are the benefits of Accounts Receivable ? 5

### SECTION III

*Question no. 11 is compulsory. Attempt any three questions from questions no. 12 to 16.*

11. Explain the advantages of implementing Information Technology in the Finance Domain. 15
  12. State all the phases in Finance and Accounting outsourcing and explain the most difficult phase in detail. 15
  13. Explain the different types of BPO services that are being outsourced to India. 15
  14. How does cultural sensitisation affect the BPO industry ? In which culture would you prefer to work — US or UK ? Why ? 15
  15. What are the parameters which employers look into while hiring an employee for F&A BPO ? Do your self-assessment on those parameters ? 15
  16. What is the difference between Captive and Third party providers ? Explain the benefits of both. What should we prefer — Captive or Third party and why ? 15
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