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**BPOI-001/101**  
**(Revised)**

**DIPLOMA IN BUSINESS PROCESS**  
**OUTSOURCING—FINANCE AND**  
**ACCOUNTING (DBPOFA)**  
**Term-End Examination**

**June, 2023**

**BPOI-001/101 (Revised) : 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 *six* questions out of 8.**

**Section–III : Question No. 11 is compulsory.**  
**Attempt any *two* questions from Q. Nos. 12 to 15.**

**Section—I**

1. Fill in the blanks :

- (a) A company's accounting application may be  
..... or custom developed. 1

**P. T. O.**

- (b) Line round is a ..... .      1
  - (c) Close management is a function of ..... .      1
  - (d) Telesales and telemarketing are also known as ..... .      1
  - (e) Converting the records of the company from paper to an electronic form is known as ..... .      1
2. State whether each of the following are True *or* False :
- (a) Six Sigma or lean methodology are international quality norms.      1
  - (b) The full form of ADP is Accounting Data Processing.      1
  - (c) Communication level is lower in back office processes as compared to calling processes.      1
  - (d) Account receivable is a part of “First Bucket” collection.      1

- (e) Record to Report jobs at the entry level are more transactional than analytical in nature. 1

### Section—II

**Note :** Answer any *six* questions out of 8.

3. Explain any *five* reasons how India has benefitted through outsourcing. 5
4. Explain the non-core non-critical process. 5
5. Distinguish between the voice and the non-voice processes in the BPO industry. 5
6. What are the reasons that healthcare services are outsourced to India ? 5
7. “Career in the F & A BPO helps develop behavioural skills.” Explain any *three* behavioural skills. 5
8. Explain the technologies that have aided engagement across locations. 5
9. Differentiate between the efficiency tool and management tools. 5
10. Write a brief note on Rural BPOs. 5

**Section—III**

*Note : Question No. 11 is compulsory. Attempt any two questions from Q. Nos. 12 to 15.*

11. What is Captive BPO ? Explain the structure of a captive BPO. 5+15
12. Give a brief on the US culture. 20
13. As the market is growing for outsourcing, we see that newer areas and applications are coming up. Elaborate. 20
14. There are distinctive phases in F & A outsourcing cycle. Explain. 20
15. List out the key implications of information security policies for any employee. 20