

No. of Printed Pages : 4

BPOI-001

**DIPLOMA IN BPO FINANCE AND
ACCOUNTING (D. B. P. O. F. A.)**

Term-End Examination

December, 2020

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

Time : 3 Hours

Maximum Marks : 100

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 *three* questions from Q. Nos. 12
to 16.**

Section—I

1. Fill in the blanks :

- (a) The stage when the customer invites various outsourcing companies for discussion is called the 1
- (b) Captive BPO are also known as 1

- (c) The two dimensions to view the nature of work being outsourced are and 1
- (d) The receivable which is part of “First Bucket” collection is known as 1
- (e) Line round is a 1
2. State True *or* False :
- (a) The only thing which is constant in life is change. 1
- (b) An invoice processing application is a management tool. 1
- (c) Training and Employee welfare is the responsibility of the HR Department. 1
- (d) Collaborative research outsourcing is the upcoming wave in outsourcing. 1
- (e) Invoice is issued before the purchase order in AR cycle. 1

Section—II

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

3. Briefly explain India’s advantages over other countries in the outsourcing business. 5
4. Differentiate between the voice *vs.* non-voice processes in the BPO industry. 5

5. What are Rural BPOs ? Explain. 5
6. There are 04 major finance and account processes being outsourced. Name them and explain the financial planning and analysis process. 5
7. Discuss about the working conditions in a BPO organisation. 5
8. With the help of a diagram, explain the types of roles available in the typical BPO Company. 5
9. Highlight the differences between the efficiency tools and management tools. 5
10. What is the difference between front office and back office processing ? 5

Section—III

Note : Question No. 11 is compulsory. Attempt any three questions from Q. Nos. 12 to 16.

11. “BPO processes have a lifecycle that begins with the initiation stage till the processes are stabilized.” Elaborate the statement. 15
12. Explain the core, non-core critical and non-core non-critical processes with examples. 15

13. What do you understand by the horizontal and vertical dimensions in BPO context ? 15
14. If you are a part of the accounts receivable process, in your view what skill sets are required ? Justify. 15
15. "Career in a BPO is a serious career and not a job." Elaborate the statement. 15
16. BPO, in its current form, could not have been possible 20 years ago. Why ? 15