

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

Term-End Examination

June, 2013

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

Time : 3 hours

Maximum Marks : 100

- Note : SECTION-I : All questions are compulsory.
SECTION-II : Any 6 questions out of 8.
SECTION-III : Question No. 11 is compulsory.
Any 3 questions from questions
12 to 16.*

SECTION - I

(Total 10 Marks)

1. Fill in the blanks :
- (a) _____ ensures that the entire job is migrated properly from client's location to BPO. 1
- (b) Daily sales outstanding is reduced by _____. 1
- (c) An issue escalation tool is a _____ tool. 1
- (d) Stability check is done in _____. 1
- (e) _____ is a function that generates statistical information and profit and loss related analysis/metrics for various lines of business. 1

2. State *True* or *False*.
- (a) Companies start outsourcing with the critical and essential processes. 1
 - (b) Spin-offs provide services not only for their parent company but also for a number of outside clients. 1
 - (c) Census regions are groupings of states that subdivide the Italy for the presentation of data. 1
 - (d) In communication, body language and tone helps to express you. 1
 - (e) Document management systems technology allows electronic versions of papers to be accessed by multiple employee. 1

SECTION - II
(Total 30 Marks)

3. Explain the benefits of off - shoring ? 5
4. Define KPO's ? 5
5. Explain difference between voice and nonvoice process ? 5
6. Companies can go for listing whenever they need to raise capital. Comment ? 5
7. Explain the benefit of F and A outsourcing for the customer ? 5
8. "Career in the BPO is a serious career and not a Job." Elaborate. 5
9. Explain different types of roles available in the BPO industry ? 5
10. Highlight the differences between Efficiency tools and Management tools ? 5

SECTION - III
(Total 60 Marks)

11. Discuss in detail on basis of different criteria the structure of BPO Industry. 15
 12. As the Market is growing for outsourcing we see that newer areas and applications are coming up. Elaborate. 15
 13. Explain the term P2P and the basic services under P2P. 15
 14. Discuss in detail the selection process in BPO industry ? 15
 15. Explain in detail the Enabling technologies used in BPO industry ? 15
 16. Explain the term Information Security ? What are the basic information security practices at BPOs ? 15
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