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**BPOI-001**

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

**Term-End Examination**

**June, 2024**

**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 eight.

Section III : Question No 11 is compulsory. Attempt any *three* questions 12 to 16.

**SECTION-I**

1. Fill in the blanks :

- (a) VOIP full form is ..... . 1
- (b) LAN is the abbreviation of ..... . 1
- (c) In ....., body language and tone helps to express you. 1

**P.T.O.**

(d) Software Invoice Online Repository is a part of ..... business. 1

(e) During the ..... phase BPO rise in terms of number of people employed and their revenues. 1

2. State the following statements are true or false :

(a) The major purpose of assurance service is to provide independent and professional opinions. 1

(b) Service bureaus is the antonym for call center. 1

(c) An outside provider's cost structure and economy of scale can give a competitive advantage to the outsourcing firm. 1

(d) Hewitt works majorly in the Human Resource Dept ? 1

(e) Cash flow analysis is a part of Closing and Reporting function. 1

**SECTION-II**

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

3. Explain the benefits of captive BPO v/s third party BPO's. 5

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4. Distinguish between voice and non-voice processes in the BPO industry. 5
5. Explain two advantages of a career in F&A BPO. 5
6. Highlight the difference between efficiency tool and management tool. 5
7. What are the factors, that drive companies to outsource F&A ? List out the different phases in F&A outsourcing ? 5
8. What are the factors which led the companies to outsource healthcare services to India ? 5
9. Explain what do you mean by “Non-Core Non-Critical process” ? 5
10. What are the four main stages for any outsourcing project ? Explain the first stage briefly. 5

### SECTION–III

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

11. What are the advantages/benefits using an IT application in finance Domain ? 15
12. What are the kind of job roles available in the BPO organisation/industry in the present scenario. 15

**P.T.O.**

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13. Explain in detail how ‘Procure to Pay’ is a important and major F&A process. 15
14. Explain how “cultural sensitization” works in BPO industry ? Give a brief on the US culture. 15
15. Why is the BPO industry a good choice for a young person to start their career ? Explain with the help of an example. 15
16. What do you understand by outsourcing ? Explain its benefit. 15

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