Roll No. ☐☐☐☐☐☐☐

Candidates must write the Code on the title page of the answer-book.

- Please check that this question paper contains **2** printed pages.
- Code number given on the right hand side of the question paper should be written on the title page of the answer-book by the candidate.
- Please check that this question paper contains **23** questions.
- **Please write down the Serial Number of the question before attempting it.**
- 15 minutes time has been allotted to read this question paper. The question paper will be distributed at 10.15 a.m. From 10.15 a.m. to 10.30 a.m., the students will read the question paper only and will not write any answer on the answer-book during this period.

BUSINESS PROCESS OUTSOURCING SKILLS

Time allowed : 3 hours]   *[Maximum Marks : 60*

General Instructions :

(i)   All questions are compulsory.

(ii)   Marks for questions are indicated against each.

(iii) Part A – Question Nos. 1-5 are Very Short Answer Questions carrying 1 mark each. They are required to be answered in one sentence each.

(iv)   Part B – Question Nos. 6-10 are Short Answer Questions carrying 2 marks each. Answer to them should not exceed 60 words each.

(v)   Part C – Question Nos. 11-20 are Short Answer Questions carrying 3 marks each. Answer to them should not exceed 70 words each.

(vi)   Part D – Question Nos. 21-23 are Long Answer Questions carrying 5 marks each. Answer to them should not exceed 100 words each.

PART – A

1. What does Latency Time mean ?   **(1 Mark)**

2. Name any two dependency fields.   **(1 Mark)**

3. What are 4Ps of customer expectations ?   **(1 Mark)**

4. When does one need an invoice ?   **(1 Mark)**

5. Define SOP.   **(1 Mark)**

PART – B

6. Explain flexi hours. **(2 Marks)**

7. What is data processing ? **(2 Marks)**

8. Why is culture training important ? **(2 Marks)**

9. Who is a customer and why is he important ? **(2 Marks)**

10. What is Root Cause Analysis ? **(2 Marks)**

PART – C

11. Differentiate between cost cutting and cost saving in the context of BPO industry. **(3 Marks)**

12. Describe the air-stream mechanism. **(3 Marks)**

13. What is syllable stress ? Explain with examples. **(3 Marks)**

14. What are the skills required to get into voice process ? **(3 Marks)**

15. What does a customer expect ? Explain with examples. **(3 Marks)**

16. What is customer service attitude ? Explain. **(3 Marks)**

17. Low transaction cost is key to competitive advantage in BPO industry. Explain. **(3 Marks)**

18. Explain high level process mapping. **(3 Marks)**

19. What is CTQ ? How would you measure it ? **(3 Marks)**

20. Explain Transition Budget and Process Performance Metrics. **(3 Marks)**

PART – D

21. Discuss the threats and challenges that face the BPO industry in India. **(5 Marks)**

22. What is the importance of etiquettes in writing of e-mails ? List important etiquettes for writing of e-mails. **(5 Marks)**

23. You are a team leader in a BPO company. You are required to implement changes suggested by management in the process your team is handling. Explain the steps you will follow. **(5 Marks)**

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234/1

2