

S.No. 1508

08UBAS03/
08UBXS03

(For the candidates admitted from 2008–2009 onwards)

B.B.A./B.B.A. (CA) DEGREE EXAMINATION,
APRIL/MAY 2018.

Third Semester

BUSINESS PROCESS OUTSOURCING

Time : Three hours

Maximum : 75 marks

PART A — (10 × 2 = 20 marks)

Answer ALL questions.

1. What is business process outsourcing?
2. Write any two uses of BPO.
3. Define call centers.
4. What is Telemarketing?
5. Define Team player.
6. What do you understand by the word handling calls?
7. What is the process of Interview?

8. How written test useful in selection process?
9. Who is a good communicator?
10. Write any two requirements of a leader.

PART B — (5 × 5 = 25 marks)

Answer ALL questions.

11. (a) List out the recent development of BPO.
Or
(b) Distinguish between Insourcing and Outsourcing.
12. (a) Explain the functions of Call Centres.
Or
(b) Narrate the selection process.
13. (a) Why we need pleasing the customer?
Or
(b) What is stress? How to reduce stress?
14. (a) Explain the necessary computer skills in call centres.
Or
(b) Describe Telephonic Interviews in Call Centres.

15. (a) Explain dress consciousness.

Or

- (b) How physical fitness help to succeed the leadership skills?

PART C — (3 × 10 = 30 marks)

Answer any THREE questions.

16. Briefly explain necessary technical requirements to work in the BPO sector.
17. Narrate the Recruitment process in Call Centres.
18. List out the techniques improve efficiency of Call Centre employees.
19. Numerical aptitude leads efficiency of call centres – Explain.
20. What are the characters to develop personality? Explain.