

No. of Printed Pages : 6 **BPOI-001/BPOI-101**

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

June, 2025

**BPOI-001/BPOI-101 : INTRODUCTION TO
FINANCE AND ACCOUNTING (BPO)**

Time : 3 Hours

Maximum Marks : 100

Note : (i) **Section I** : All questions are compulsory.

(ii) **Section II** : Attempt any **six** out of eight questions.

(iii) **Section III** : Question No. 11 is compulsory. Attempt any **three** questions from question nos. 12 to 16.

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P. T. O.

Section—I

All questions are compulsory.

1. Fill in the blanks : 5×1=5

- (a) is a measurement to gauge the performance of any process.
- (b) Telesales and telemarketing are known as, they attempt to determine potential customers by generating interest in products and services or cross selling to an existing customer base online.
- (c) is likely to become the next big wave after contract research outsourcing.
- (d) is provided when a customer deserves a credit after the issuance of an invoice.
- (e) The largest number of job opportunities which lie in the BPO industry is the roles.

2. State True or False :

$$5 \times 1 = 5$$

- (a) In communication, body language and tone help to express yourself to the other person.
- (b) A server is a computer system that lacks the ability to support a large number of activities from multiple users over a network.
- (c) The Sarbanes Oxley Act is a United States Federal Law enacted in 2002 which established new or enhanced standards for all US Public Companies.
- (d) NASSCOM is National Association of Software and Service Companies. It is headquartered in National Capital Region of Delhi.
- (e) Consolidation is part of range of closing and reporting services offered to companies.

Section—II

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

3. What are some of the major departments of captive BPOs ? What is each department involved in ? 5
4. What are the key drivers of insurance offshoring ? What are the factors which inhibit insurance companies from offshoring their work to India ? 5
5. What are Accounts Receivable ? What are the benefits of Accounts Receivable ? 5
6. Which are the diverse set of factors that attract individuals to join the BPO industry each year ? 5
7. Explain any *two* of the following terms :

$$2 \times 2\frac{1}{2} = 5$$

- (a) WAN
- (b) VoIP
- (c) Work flow applications
- (d) IT Park

8. What are the differences between voice and non-voice processes at a BPO ? 5
9. There are two types of voice based work that are outsourced to BPOs in India. Which are they ? Explain both the types with suitable examples. 5
10. Which are some of the processes in health claims that are being outsourced to India ? 5

Section—III

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

11. Most of the BPO work which is coming to India is from US and UK. Give a detailed analysis of the cultures in the two countries. Throw some light on the time zone differences in the two countries also. 15
12. “India has many advantages over other countries in the outsourcing business.” Elaborate the statement by taking into considerations any corporate examples. 15

13. What are the behavioural aspects that are required to become a successful employee of F & A BPO ? 15
14. What are the advantages of moving from a normal paper based process to an automated process using an IT application in F & A ? What are the implications of IT on work culture ? 15
15. ERPs are a major financial investment for an organisation, yet companies incur this investment. Why should an organisation invest in an ERP ? Explain with the help of an example. 15
16. Some of the best talent is employed by leading BPOs in India. Discuss the kinds of processes being outsourced and the career options available in the Indian BPO industry. Throw some light on the selection process for a job in a BPO. 15

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