

2101220

BACHELOR OF VOCATION
BPM & Analytics
Subject: Process in BPM-I
Subject Code: GBSE-102
Semester: First
January 2021
Theory (External): 70 Marks
Time: 03 Hours

Instructions to the Students

1. This Question paper consists of two Sections. All sections are compulsory.
2. Section A comprises 10 questions of objective type in nature. All questions are compulsory. Each question carries 2 marks.
3. Section B comprises 8 essay type questions out of which students need to do any 5. Each question carries 10 marks.
4. Read the questions carefully and write the answers in the answer sheets provided.
5. Do not write anything on the question paper.
6. Wherever necessary, the diagram drawn should be neat and properly labelled

Roll Number

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SECTION –A (SHORT/OBJECTIVE TYPE QUESTIONS)

(10x2=20 Marks)

- A What is offshore and onshore in BPO?
- B List four BPO Companies in India.
- C Write four problems of call centers.
- D Write four Dos and Don'ts while working in a team.
- E What is call center agent?
- F Define Stress Tolerance.
- G Define Time Management.
- H What do you mean by working across time?
- I Define emotional intelligence.
- J What do you mean by organisational culture?

SECTION -B (ESSAY TYPE QUESTIONS)

(5x10=50 Marks)

- 1 Discuss the benefits and challenges of Off shoring BPO.
- 2 Write a note on Employment Opportunities in BPO industry.
- 3 What do you mean by a call center? Discuss the functions of different types of call centers.
- 4 Discuss the importance of personal grooming and etiquettes in BPOs.
- 5 Define Conflict Management. Discuss the various conflict resolution techniques in BPO.
- 6 'Managing clients and customer satisfaction is prime responsibility of call center'. Discuss.
- 7 'American working culture is very much different from Indian working culture but business communication plays a vital role in understanding different culture'. Discuss.
- 8 Write the tips for healthy eating and exercising when working in shifts.

*******END OF PAPER*******