BACHELOR OF VOCATION
BPM and Analytics
Subject: Process in BPM-II
Subject Code: GBSE-104
Semester: Second
October 2020
Theory (External): 35 Marks
Time: 03 Hours

INSTRUCTIONS TO THE STUDENTS

1. Read the questions carefully and write the answers in the answer sheets.

2. Wherever necessary, the diagram drawn should be neat and properly labelled.

3. This questions paper comprises of 8 questions out of which student need to attempt any 4 questions.

4. All questions carry equal marks.

5. The time allotted will be 3 hours for examinations including time of downloading of question paper to emailing of answer books to the concerned Dean/IC.

ESSAY TYPE QUESTIONS

1. What do you mean by business process outsourcing? Write down the advantages and disadvantages of BPO.

2. As a hotel manager why back office is important for you? What are the function of back office in a Hotel?

3. What do you understand by Call Centre? Write down the different type of call centre.

4. What is recruitment? What are the factors that have influence to recruitment advertising?

5. Write short not on following:
    a) Accounting System
    b) Billing Service

6. Describe following:
    a) Real call Centre
    b) Virtual Call Centre

7. As a HR manager what kind of instruments and software are required in BPO office, how you tackle these machine?

8. Do you think that due to **COVID-19** is a big opportunity for BPO and call centre? Explain in Your Words.

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