

JL TEST Conducted By JobLana

Section 4- Calling (Inbound/Outbound)

1- What is BPO?

- A. Business Process Outsourcing
- B. Business Process Outsource
- C. Business Project Outsourcing
- D. Business Product Outsourcing

2- You were asked to do a BPO for ABC BPO Company. ABC Company handles the BPO requests for 123 Lender. When you call the homeowner who should you say you work for?

- A. Your company or your Brokers.
- B. 123 Lender.
- C. ABC BPO Company.
- D. You are a subcontractor for ABC BPO Company.

3- The main outsourcer is _____ and the main BPO destination is _____

- A. France, Mauritius
- B. USA, Mauritius
- C. Europe, India
- D. USA, India

4- What is ISO: 9000 in outsourcing?

- A. is a standard of amount of export within year

B. is a standard of mapping no of employees in the company

C. is a standard of mapping quality for the company

D. is a location based mapping

5- what is KPO ?

A. Knowledge Product Outsource

B. Knowledge Process Outsource

C. Knowledge Project Outsourcing

D. Knowledge Process Outsourcing

6- What is inbound call centers?

A. inbound call centers will place calls only

B. inbound call centre handles the service department.

C. Call centre working for the companies located in local territory

D. An inbound call center will only receive calls

7- Which of the following is not a segment of BPO's ?

A. Call Centre

B. Administrative Department

C. DMKL department

D. Back Office

8- The main characteristics of KPO are

A. Process are not easily codified

B. The agent has to interpret the information

C. The agent is expected to exercise judgement

D. All of the above

9- A TRUE statement between Low End and High End BPO is

A. Both Low End and High End BPO are mainly Call Centers

B. Low End BPOs offer relatively much higher salary than High End BPO

C. High End BPO have more ruled based processes than Low End BPO and therefore require more skilled manpower

D. People working in Low End BPO companies usually stay much longer in that company than those working in High End BPO

10- Why do real estate agents complete BPO's?

A. To get REO Listings.

B. To waste time.

C. To learn about their neighborhood.

D. Because they have to.

