

Domestic BPO

1. **Name:** Domestic BPO
2. **Sector:** Information & Communication Technology (ICT)
3. **Code:** ICT207
4. **Entry Qualification:** Minimum 10th Std. & 14 years and Above &
 - MES Module on Computer Fundamentals, MS-Office, Internet & Soft Skills
5. **Terminal Competency:** After completion of the training, participants would be able to:
 - Understand the concept of BPO operations and to use them effectively as Customer Relationship E•ec in a domestic BPO
6. **Duration:** 180 hrs.
7. **Contents:** Given below:

Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none"> • Practice sessions with stress on <ul style="list-style-type: none"> - Voice & accent : Voice clarity & global accent - Voice modulation & intonation - Word stress, syllabi stress - Punctuation ,vowel & consonant sounds - Practice of sentences - Fast speech - Pronunciation • Group Discussion Sessions • Individual interactions • Interview preparation • Personal grooming with stress on skills such as appearance, behavior , voice,etc. • Regular practice of newspaper reading & updating knowledge about day to day happenings. 	<ul style="list-style-type: none"> • Concept of Business Process Outsourcing <ul style="list-style-type: none"> • Back office management What is Outsourcing. Administrative ,Financial & HR <ul style="list-style-type: none"> - Administrative outsourcing : Te•t processing, claim processing, assets management ,Transcription & translation, document management. - Financial outsourcing: billing services, accounting, transactions, general accounting, ta• consultancy & compliance, risk management. - HR outsourcing: benefits at the station, recruiting & staffing, parole services, hiring administration, records management, team building ,etc. • Front office management What is a Call Center. <ul style="list-style-type: none"> - According to location of process- International & Domestic . - According to process : Inbound ,outbound & Blended. - According to characteristic : Voice Based & Web Based - According to functionality : Real Call Center & Virtual Call center • Key Technical Support Provide technical support to customers within And outside organization: troubleshooting for Customers using products & services like PC□s, Printers ,internet ,etc. Soft Skills <ul style="list-style-type: none"> • Listening Skills • Stress / Change Management • Telemarketing Skills • Typing Skills

Tools & Equipment

Tools & Equipment Required (Hardware)

- Old PCs
- Old UPS
- Old Laser Printer
- Screwdriver

- Spare H/W components

Software

- Microsoft Windows
- Antivirus Software