BHARATHIDASAN UNIVERSITY, TIRUCHIRAPPALLI - 620 024

Diploma in Business Process Outsourcing

COURSE STRUCTURE

(For the candidates admitted from the academic year 2005-2006 onwards)

Semester	Title of the Paper	Exam Hours	University Exam Marks
I	Course I– Basics of Business Process Outsourcing	3	100
	Course II – English and Information Technology	3	100
	Course III – Practical I – PC Packages Lab	3	100
II	Course IV – Call Centre Technology and Techniques	3	100
	Course V – Transcription Techniques	3	100
	Course VI – Practical II – Outsourcing Lab	3	100
	TOTAL MARKS		**600**

COURSE I – BASICS OF BUSINESS PROCESS OUTSOURCING

Unit I

Business Process Outsourcing – Basics – Benefits of BPO – Growth Drivers – BPO Models and Types of Vendors – Offshore BPO – Evolution Destinations – Challenges of Off shoring – BPO Companies in India.

Unit II

BPO Industry – Employment Opportunities – Employee Structure – Skill Set Required – Compensation Levels – Contact Centre BPO – Types of Call Centres – Technology – Components and working of a Call center – Issues and Problems – Case Study – Intelenet Global.

Unit III

Healthcare BPO – Structure of the American Healthcare Sector – Activity Profile – Future Trends and Threats – Case Study – Cbay Systems.

Unit IV

Transaction Processing BPO - Elements of Back – Office Serivces – Financial Services – Insurance – Case Studies – Datamatics – Hinjuja TMT.

Unit V

Human Resource BPO – Reasons for outsourcing HR – Activities involved in HR BPO – HR Outsourcing Trends – Career in HR BPO – Emerging BPO Domains – Media and Entertainment BPO – Publishing BPO.

Text Book:

Name of the Book	Author	Publication	Year
Business Process Outsourcing	Sarika Kulkarni	Jaico Publishing House, Delhi	2005

Reference Book:

Name of the Book	Author	Publication	Year
BPO DIGEST	Deepak Shikapur	Ameya (Inspiring Books)	2004

COURSE II – ENGLISH AND INFORMATION TECHNOLOGY

Unit I

Prelude to Spoken English (Nouns, Pronouns, Verbs); Articles; Special usages; Prepositions; Tenses; Questions; Responses.

Emphasis on LSW Skills

Listening : Comprehension practice, Short Conversation, Long Conversation Talks and Lectures.

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Listening : Comprehension practice, Short Conversation, Long Conversation Talks and Lectures

Speaking : Accent Orientation, Words, Structures

Writing : Close test, Comprehension, Theme Detection, Error Detection, deriving Conclusions, Cumulative Review Exercise.

Unit II

Introduction to Western Culture; Accent Training; Listening Skills through practice sets; Neutralization of Accent; Spoken English Training-Exercises & Tests; Voice Modulation; Mock Conversation – Practice; Vocabulary; Travel Queries; Replies; Etiquette; Plans, Meetings and invitations.

Written English : Essentials of E-mails, Chat, Exposure to script drafting, E-mail Writing.

Unit III

Introduction to computer; Computer Components; Memory nits; Storage Devices; I/O devices; Digital fundamentals Binary, Octal, Hexa decimal number system; Introduction to Software and database. Introduction to Telecommunication; Networking; Communication System; Distributed System; Turn Around Time (TAT); File Transfer Protocols; Internet; Intranet; Security concepts; Web Server – Web Browsers.

Unit IV

E-Publishing : Aspects of quality control and tools available on quality control.

MS-Office : MS-Word, MS-Excel, MS-Power Point

Unit V

Data Conversion Techniques : Software skills; **Acrobat Fine Reader** – How to open this package, File Management, Edit tools, Print features, Format tools used; **Abby Version 7** – Package introduction, File Management commands, Editing commands, selecting correct object tools for images, text and tables, Spelling check functions, Grouping images, Processing files in groups, Image cropping and editing commands, scanning images and saving into required format, Additional tools used.

Text Book

Name of the Book	Author	Publication	Year
English Grammar	Wren & Martin	S.Chand & Co	2005
TOEFL Test Latest Edition with 5 Multimedia CD's & 3 Audio Tapes	Pamela. J.Sharpe Ph.D.	Galocotia Publication Pvt Ltd.	2005
"TALK TO ME" Speak Fluent English- 2 Multimedia CD's			
Learn To Speak English (Work Book) & 4 Multimedia CD's	Donna Deans Binkowskl., Ph.D. Eduardo A.Febles M.A.	BPB Publication	2005
Fundamentals of Information Systems ABBY 7 Manual	Ralph M.Stair, George W.Reynolds	Thomson (ISE)	2003

References:

Name of the Book	Author	Publication	Year
Information Technology for Management	Henry C.Lucas, Jr	Mcgraw Hill (Part – III)	2000
Using Information Technology	Williams, Sawyer, Hutchinson	Mcgraw Hill	2000

COURSE III – PRACTICAL I

a) Typing Tutor – Practice
b) Typing Master – Online Practices & Tests
c) Internet & File Transfer Protocol (FTP) – Exercises

d) MS-WORD

1. Text Manipulation

   Change the font size and type
   Aligning and justification of text
   Underlining the text
   Indenting the text

    (i) Prepare a Bio-Data
    (ii) Prepare a letter

2. Usage of Numbering, Bullets, Footer and Headers
   Usages of Spell check and Find and Replace

         (i)   Prepare a document in newspaper format
         (ii)   Prepare a document with bullets and footers and headers

3. Table and Manipulations
   Creation, Insertion, Deletion (Columns & Rows) and usage of Auto Format.

         (i)   Create a mark sheet using table and find out the total marks
         (ii)   Create a calendar and Auto format it.

4. Picture Insertion and alignment

         (i)   Prepare a greeting card
         (ii)   Prepare a handout.

5. Creation of documents using templates

   Creation of templates

         (i)   Prepare a letter using any template
         (ii)   Prepare two data using various kinks of templates

6. Mail Merge concepts

         (i)   Prepare a business letter for more than one company using Mail merge
         (ii)   Prepare and invitation to be sent to specific addresses in the Data source.

7. Copying text and picture from Excel

         (i)   Draw a chart in Excel and paste it on word.
         (ii)   Import a picture from Excel and edit the picture.

e) <u>MS-EXCEL</u>

         (i)   Usage of Formula and Built – in – functions
         (ii)   Describe the types of functions
         (iii)   File Manipulations
         (iv)   Data Sorting – Ascending and Descending (Both numbers and alphabets).
         (v)   Worksheet, Preparation.
         (vi)   Mark List preparation for a student
         (vii)   Individual Pay Bills Preparation
         (viii) Electricity Bills Preparation
         (ix)   Inventory Report Preparation
         (x)   Invoice Report Preparation
         (xi)   Drawing Graphs
         (xii)   Usage of Auto formatting.

f) MS-POWER POINT

g) Abby 7

1. File conversion – only running text – single page matter
2. Conversion and correction – only running text – double columns format
3. Conversion and correction- running text with diagrams – single column format
4. Conversion and correction – running text with diagrams – double column format.
5. Conversion and correction – running text with photos – single column format
6. Conversion and correction – running text with tables – single column format
7. Conversion and correction – running text with tables – single column format.
8. Conversion and correction – running text with tables – double column format.
9. Conversion and correction – only diagrams – single column format.
10. Conversion and correction – only diagrams –double column format.
11. Conversion and correction – only tables – single column format.
12. Conversion and correction – only tables – double column format.
13. Conversion and correction –double column format center numbering system
14. All types – exercise on multiple document opening and handling.
15. Some important error code fast checking (key1/key2) – exercises.

COURSE IV – CALL CENTRE TECHNOLOGY AND TECHNIQUES

Unit I

Telephone Etiquette; Brief on American and British Culture / Accent: Political setup, culture inputs, Geographical Structure; Difference in work habits between US, UK and India; World Time Zones; Time management; Call Flow and Work Flow; American and Hispanic names; Interactive videos on US/UK English usage; Inbound / Outbound operation – an explanation; Telephone Tips; Winning Attributes of a customer service representative; Structure of a call; Listening and paraphrasing; Effective probing; Rapport and Empathy.

Unit II

ITES and Back Office function; Workflow Management; Workforce productivity system; Scanning ; Call center technology – PBX system features; IVR (Interactive Voice Response System); ACD (Automatic Communication Distributor System); Interaction Mail (unified Messaging and Voice Mail); Interaction Fax; Web Services; Software Phone; IPLC (International Private Leased Circuit Lines); VOIP; Dialers; Call Logger.

Unit III

Soft Skills : To maintain good customer relationships without face to face contact; Evaluate listening skills; How to translate Technical Jargon into better customer communication; Make success in sales.

Unit IV

Professional Telephone calling technique; Effective information gathering technique; Understanding customer competence levels; Effective telephone communication skills; Negotiation Technique; How to overcome objections; Compliments receiving; open ended/close ended questions; Probing questions; Call flow/process flow; Handling most difficult customers.

Unit V

Quality Control Operations; Internal quality checks; External quality check summarizing and producing complete call reports – Default Interaction Client User Report; Line Usage Reports; User Reports; Call Reports; Queue Performance Reports; Performance Monitoring reports, Standard Report Logs, Custom Report Logs.

Text Book:

Name of the Book	Author	Publication	Year
Call Centre Training Course Kit (With CD)	Vikas Gupta	Dreamtech	2003
Call Centre Technology & Techniques	Jack.A.Green	Thomson	2004

Reference:

Name of the Book	Author	Publication	Year
Call Centre Operations	Charles E Day	McGraw Hill (Part – III)	2000

COURSE V – TRANSCRIPTION TECHNIQUES

Unit I

What is Transcription; Forms of Transcription in market; Its evolution and importance in western country; Soft skills – the software used in transcription, Accent listening and Converting into text, error correcting of converted text – exercises.

Unit II

Use, importance and application of Medical Transcription; Abbreviations used in Medicine; Generic Names and pharmacological classifications (prefixes, suffixes, root words, acronyms, synonyms and commonly used foreign words and phrases); Common Medicines and drugs – an exposure.

Unit III

New paradigm of medical treatment using computer, internet and website; Accuracy and Productivity standards – Awareness of functions, operations, and dynamics of medical transcription work environments; Language practice using audio files and headphones and simultaneous transcribing – proof reading – keyboard practice.

Unit IV

Transcription of Healthcare documents; Healthcare records, its purpose and contents; Format of Healthcare documents – Knowledge of standards and regulations related to healthcare documentation set by US authorities – Medico Legal – Concepts and issues; Confidentiality and ethics; risk management; Exposure to Insurance claim forms ; Some exercise on Healthcare forms and Insurance claim forms.

Unit V

Exposure to Legal Transcription ; Law in general, and its origin; Various court systems; Cases, Formats and Examples relating to legal application and reasoning; Transcription of Legal Document; Exposure to Office Transcription; Sample formats and examples; Quality Control aspects; Final report preparation.

Text Book:

Name of the Book	Author	Publication	Year
Medical Office Transcription – An Introduction to Medical Transcription	By Karonne Becklin & Edith Sunnorbory	McGraw Hill	2005

COURSE VI – PRACTICAL II

1. Mock Call Practice

2. Listening and answering queries

3. Listening and transcription of Office forms and Medical forms

4. Exercises on Health claim forms, Insurance forms, Legal notes

5. Listening and typing Medical Transcription jobs

6. Generating internal quality check reports.

7. Live call center experience on international floor.

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