

GENERAL INFORMATION FOR NON VOICE BUSINESS PROCESS OUTSOURCING

Sector		IT&ITES	
Coordinator		Naresh Chandra, DGE&T	
Scheme		MES	
Existing course name		1. Computer Fundamentals, MS-Office, Internet & Soft Skills 2. Domestic BPO 3. BPO Non-Voice Business Training	
Seating Capacity		20	
Entry Qualification		Passed 10 th Class examination	
NCO CODE		342	
MES CODE		ITESRW14BPON	
Duration		500 Hours	
Additional Course Proposed		-	
Course proposed to be deleted		-	
Structure	Practical	Existing	NA
		Proposed	400
		Reason	80% - 20% Ratio Mentained
	Theory	Existing	NA
		Proposed	100
		Reason	80% - 20% Ratio Mentained
Infrastructure Development	Equipment(Existing)		Yes
	New Equipment(Desirable)		Minor Changes
Instructor Eligibility	Existing		NA
	Proposed		Degree in Business Administration and Knowledge in English Or Diploma in Business Administration and Knowledge in English
Instructional Material	Book	Available	NA
		Additional	
	Teachers manual	Available	NA
		Additional	
	Question bank	Available	NA
		Additional	
Distance Learning	To be developed		Yes
	Not required for this course		-
On-the-job training /field work / in house project work including no. of hours			NA



कौशल बलम्

SYLLABUS FOR THE TRADE

OF

NON VOICE BUSINESS PROCESS OUTSOURCING

UNDER

MODULAR EMPLOYABLE SCHEME (MES)

Designed in : 2014

GENERAL INFORMATION

1. Name of the Module : NON VOICE BUSINESS PROCESS OUTSOURCING
2. N.C.O. Code No. : 342
3. Duration of Training : 500 Hours
4. Entry Qualification : Passed 10th class examination
5. Unit strength : 20 Trainees
6. Space norms : 70 Sq.M
7. Power norms : 3.45 kW
8. Instructor Qualification : Degree in Business Administration
and Knowledge in English
Or
Diploma in Business
Administration and Knowledge in
English
9. Desirable qualification : Preference will be given to candidates with CITS.

Job Roles:

After completion of the course the trainees shall be qualified for one or more of the following job roles:

1. Call centre support Executive
2. Transcription Job
3. Data Conversion Job
4. CRM Console Management

COURSE CONTENTS FOR MODULE NON VOICE BUSINESS PROCESS OUTSOURCING

Name: Non Voice Business Process Outsourcing

Terminal Competency: After completion of the training, Participants would be able to:

1. Write, Edit & Print documents using MS-WORD & EXCEL.
2. Recognize the importance of personal grooming and Etiquette for corporate life
3. Enhance his awareness on current affairs and how to stay In touch on a shoestring budget
4. Understand the concept of BPO operations and to use them effectively as Customer Relationship Exec in a domestic BPO.

Contents given below.

Week No.	Practical Competencies	Underpinning Knowledge (Theory)
1-4	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • Identification of Different parts of a Computer System. • Turning a computer system on and off <p>Windows OS</p> <ul style="list-style-type: none"> • Identifying different Desktop Icons. My Computer, My Documents • Changing Desktop Backgrounds, Mouse Pointer, Screen Saver • Notepad , WordPad, MS Paint <p>MS Word</p> <ul style="list-style-type: none"> • Document formatting options • Tables, Bullets and Numbering • Font, Alignment, paragraph formatting • Insert Picture, Clipart, Shapes, WordArt • Header & Footer, Text Box • Page Layout, Mail Merge • Spelling & Grammar <p>MS Excel</p> <ul style="list-style-type: none"> • Cell Formatting Options • Formulas and Functions 	<p>Computer Fundamentals</p> <ul style="list-style-type: none"> • History and Generations of Computer • Advantage and disadvantage of Computer • Block Diagram of a Computer • Description of Different parts of a Computer. • System Software and Application Software <p>MS Office</p> <ul style="list-style-type: none"> • Introduction to MS Office • Word Processing Software • Electronic Spreadsheet

	<ul style="list-style-type: none"> • Charts • Sort, Filter, What if Analysis, Grouping • Subtotal 	
5-6	<p>CRM (CUSTOMER RELATIONSHIP MANAGEMENT)</p> <ul style="list-style-type: none"> • What is CRM, sales management functionality, important modules in CRM, • differences between CRM and SFA, double opt-in, How can CRM handle emails from customers, some examples of automated messages, What type of organizations can benefit from CRM, How can the CRM benefit my business, What is social CRM, • What is the 'cloud, difference between on premise and cloud based CRM solutions, • difference between CRM and ERP 	<p>Concept of Business Process Outsourcing</p> <ul style="list-style-type: none"> • Back office management What is Outsourcing. Administrative ,Financial & HR • Administrative outsourcing : Text Processing, claim processing, assets management, Transcription & translation, document management. • Financial outsourcing: billing services, accounting, transactions, general accounting, tax consultancy & compliance, risk management. • HR outsourcing: benefits at the station, recruiting & staffing, parole services, hiring administration, records management, team building etc. • Front office management
7-8	<p>Related Practical</p>	<p>Maintain a healthy, safe and secure working environment</p> <ul style="list-style-type: none"> • Safety signs & color at work, Causes for accidents, Safe attitudes, Sign categories • Sign types, Safe lifting and carrying techniques, Causes of injury, Types of injury and methods to prevent them, Points that make an object/load difficult to carry, • Preparation before lifting or shifting heavy loads, Correct body posture, Fire and fire extinguishers

	<p>Related Practical</p>	<ul style="list-style-type: none"> • Controlled and uncontrolled fire, Preventing fire, controlling and extinguishing fire, Fire • extinguishers types, General procedure to be adopted in the event of a fire, Hazard • identification, Risk assessment and risk control, Common hazards at office, Workstation • layout and ergonomic guideline, Signs and symptoms of injury, aches and pains, • Suggested workstation dimensions and adjustment ranges, Chair position, rearrange • your workstation layout, General office safety, Types of office accidents, Hazards from • electrical equipment, Emergency action plan. <p>What is a Call Center</p> <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. <p>Soft Skills</p> <ul style="list-style-type: none"> • Listening Skills • Stress / Change Management
--	---------------------------------	---

		<p>Telemarketing Skills</p> <ul style="list-style-type: none"> • Typing Skills
9-10	<p>Practice of English language</p> <ul style="list-style-type: none"> • Past, present & future continuous, perfect, simple, perfect continuous tenses, • affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers. <p>Letter writing and Email:</p> <ul style="list-style-type: none"> • Microsoft Word & Letter writing practice. Email ID creation. • Sending letters by email. 	<p>Detailed knowledge and usage</p> <ul style="list-style-type: none"> • past, present & future continuous, perfect simple, perfect continuous tenses, • affixes, active to passive, comparative & superlative adjectives and adverbs • Phrasal and modal verbs, singular and plural nouns, direct to indirect speech Recognize and produce, compound and complex sentences, quantifiers. • Common grammatical errors. • Business writing etiquette emails, letters. Understanding and responding to mails from customers and team members using appropriate Formats. • Common email and letter writing errors.
11	<p>Team Work:</p> <ul style="list-style-type: none"> • Do's and don'ts while working in a team. • Reading and Interpreting/Analyzing data and forms • Spotting trends / issues. Creating MIS. • Problem Solving Skills. <p>Control and Management:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control Time Management • Conflict Management Stress Tolerance. 	<ul style="list-style-type: none"> • Principles of Team work • Do's and don'ts while working in a team. • Reading and Interpreting/Analyzing data and forms • Spotting trends / issues. Creating MIS. • Problem Solving Skills. <p>Control and Management:</p> <ul style="list-style-type: none"> • Learning to keep emotions under control(Human • Psychology, study of Perceptual Images) Time Management • Conflict Management • Stress Tolerance.
12	Project Work / Industrial Visits	

13	Examinations
-----------	--------------

List of Tools & Equipment for module NON VOICE BPO

Hardware

SI No	Name of Tool/ Equipment	Quantity (nos)
1	Computer Latest Configuration	20
2	Laptop i3 or higher	01
3	Network Printer Laser A4	01
4	24 Port Switch	01
5	Broad band Internet Connectivity	As Required
6	500 VA or Higher UPS	20
7	Network Rack	01
8	CAT 5 Cable (Consumable Item)	As Required
9	RJ 45 Connector (Consumable Item)	As Required
10	LCD/LED Projector	01
11	AC 1.5 Ton	02
12	Pen Drive 8GB	04
13	Scanner Flatbed ADF A4	01

Software

SI No	Name of Tool/ Equipment	Quantity (nos)
1	Node OS Windows 7 or Higher	21
2	MS Office 2010	21
3	Antivirus	21

Raw materials

Raw materials		
1	White Board Marker	1 Dozens
2	Duster Cloth(2' by 2')	20 Pcs
3	Cleaning Liquid 500 MI	2 Bottles
4	Xerox Paper (A4)	As required
5	Full Scape Paper (White)	1 reams
6	Cartridges for printer	As required
8	Optical Mouse P/S2 or USB	As required

9	P/S2 OR USB Key Board	As required
10	SMPS	As required
11	CMOS Battery	As required
12	3 Pin Power Chord	As required
13	Cat 5/5e cable	100 meter
14	Stapler Small	2 pcs
15	Stapler Big	1 pcs
16	AAA battery for remote	As required
17	AA battery for clock	As required
18	8 GB pen drives	2 Nos
19	CDs	10 Nos
20	DVDs	10 Nos.
21	Wall Clock	1 pcs