

Top 25 BPO Interview Questions & Answers

1) Tell me something about BPO and how it works?

BPO is abbreviated as Business Process Outsourcing. When a company wants its non-core work to be done by an expert at cheaper costs then they outsource their work to other country, which is called Business Process Outsourcing. The outsourcing is generally made between two countries.

2) What are the major sectors for outsourcing?

IT and Communication, Medical and health services, Insurance, Finance, Law and Jurisdiction are some of the sectors where majority of outsourcing works get done.

3) Are you comfortable working in night shifts?

Always answer this question as yes, as the majority of the outsourcing work is done according to the country timeline from where the work gets outsourced in which case it is night shift most of the time. It also shows your willingness and interest towards the roles and your approach towards the job.

4) What is the difference between the shore and off-shore outsourcing?

When any project or work allotted outside the country which is not nearby is called off-shore outsourcing and anything outsourced nearby country is called shore outsourcing.

5) What is inbound and outbound call centers?

An inbound call centers will only receive calls while outbound call centers will place calls. In general inbound call centers function as companies service department, while outbound handles the service department.

6) Which one do you think –web or voice- suits your qualifications better?

Since, they are asking you for your preference there is no problem in telling your choice. Just have to make sure that whatever option you chose had a legitimate reason.

7) How can you relate call centers to BPO?

Call centers may be one of the very first processes in a business that was openly outsourced.

8) What is the difference between KPO and BPO?

KPO is a knowledge process outsourcing while BPO is business process outsourcing. KPO provides the knowledge based services like medical billing, documentation or claiming insurance. While BPO is totally customer service oriented.

9) What are the different types of BPO's?

BPOs are segmented into five different categories.

- Administrative Department
- Purchase Department Selling
- Department
- Call Centre Back
- Office

10) Why companies Outsource?

- It is cost saving
- To focus on core activities
- To get quality work done by the expertise in that domain

11) Why do you see BPO as your career?

BPO has always been a career choice for me as you are exposed to a new field, which gives you an opportunity to grow and develop your personality and communication skills. The recent survey also tells the fast growth of this industry.

12) Why do you think you will do well in this job?

Give several reasons like experience, interest and skills.

13) What is a call center?

Call center is a customer care center where calls are handled in large numbers. There are two types of call centers, Inbound and Outbound. An inbound call center is where calls are handled keeping the customer care in concern, and customer associate will only receive calls. While in outbound call center the calls are done by the associate for product inquires or sometimes sales related.

14) Where you see BPO in the current market?

In the current situation where many companies failed to survive in the market, BPO sector has achieved a milestone in an economic crisis. It helped to reduce the unemployment rate marginally in developing countries where some of the developed countries even failed to do that.

15) Can you use different software's easily?

When you answer this question clarifies interviewer about your computer knowledge and your grip over software, so that they have a clear idea what training you might need further if you get selected.

16) Why do you want to work for our company?

This question is put in front of you by the interviewer to analyse how much you are aware of the companies work and how keen you are with the company projects. When you answer this question, mention about the company's creative business policies, aggressive market stance and the growth of the company.

17) Determine the type of BPO you wish to work?

Generally, they want to know your area of interest. Whether you like to work in a research driven or a voice based process. There are many branches where BPO operates it could be a KPO (Knowledge process outsourcing) or even RPO (Research process outsourcing). So according to the company's requirement you can answer to it.

18) How good are you with computer skills?

Most of the time they usually ask for basic computer skills, but if the job demands more computer work then they will hold a practical test to check your computer skills.

19) Do you think that the career opportunity for non-voice BPO is better than voice BPO?

In both types of BPO, the opportunities are same, but it depends more on an individual's interest and its personality. Once you gain expertise in the work, you can easily head up towards management or support side.

20) Will you be comfortable handling customers on the phone?

If you are a fresher you can tell that handling customer on the phone would be a challenge but you would be able to handle it and won't disappoint the company as well as the customer.

21) Do you know the common risk associated with BPO's and how will you cope with them?

BPO's have a huge data of customer's personal information. Any breach in the security system will lead to leakage of customer's information, which can spoil the company's

reputation if it is used for some wrong purpose. To avoid such risk, employee or associate must not allow to carry any external hard drive or flash drive with them while they on board. The de-activation of login-ids of ex-employee must be done on the immediate basis, so that they cannot misuse them to retrieve customers information from anywhere. You can also install additional security software to secure the main server from getting hacked.

22) Did you learn anything new recently which can be helpful to BPO's?

Knowing additional language apart from English is always beneficial in BPO's . You can learn any other foreign language such as French or Spanish; it always give you more chances of securing jobs in BPO's.

23) What is ISO:9000 in outsourcing?

In an outsourcing, ISO:9000 is a standard of mapping quality for the company. Most of the BPO companies have accepted ISO:9000 as the benchmark for the quality of service they offer.

24) What are the job activities you have to maintain in BPO?

The main activity in a call center is to handle the customers queries effectively and satisfactory. Also to co-ordinate well in a team in order to offer the best service possible to the customer.

25) Where do you see yourself after five years?

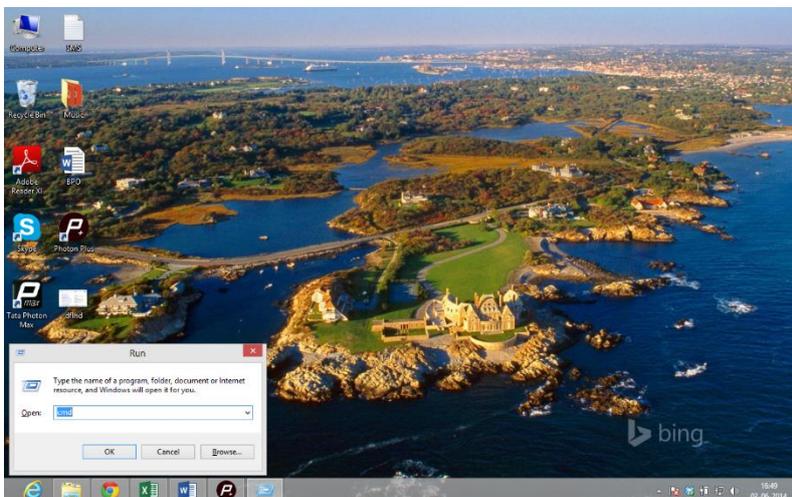
The perfect answer for this question should be like “ In five years from now I want to see myself at responsible position where my company see me as valuable assets and at the same time to grow with the company”.

Technical Related Question and Answer

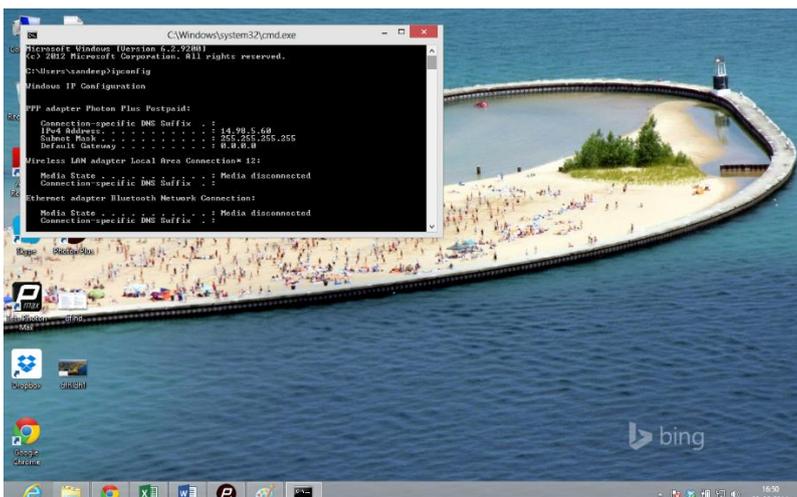
How to Check IP address

Method 1

- Press Windows + R button

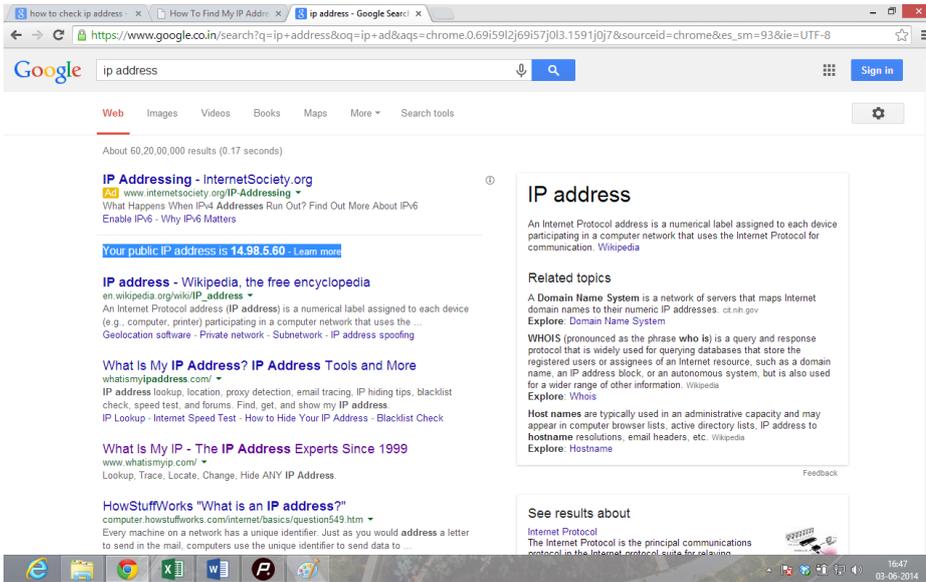


- Type cmd in run box
- Then type ipconfig and press enter



Method 2

- Open google.com
- Type ip address and hit enter
- You will get ip address of you pc in the search result



What could be the reasons if your Computer Does Not Boot/Re-Start ?

Computer is not starting but there could be a lot of situations in which your computer is getting stuck. First of all it is VERY Important to understand that where is your computer getting stuck when you are re-starting it. Undermentioned are the few situations:-

Situation 1- You click on the start button of your CPU and computer Shows NO SIGN OF POWER.. In this situation there is a problem with the Power Supply, of course you would not suggest your customer to do a System Restore or Last Known Good Configuration, You will only check whether the the power wires are connected properly or not , whether the SMPS(Switch Mode Power Supply) is working properly or not, under mentioned are other

Situation 2- You Restart your computer and computer does not start and you hear some Beeps.

Situation 3- Computer Starts – there in no beep but it displays a BIOS Error Message.

In the Situation 2 there could be different types of Beeps, each beep has a different meaning attached to it and in Situation 3 you identify the Errors and troubleshoot accordingly.

Situation 4- Computer passes the POST and starts loading the Windows but Stops or Restarts on a Blue Screen.

Situation 5- Windows Begins to Load But Gets Stuck on Windows Screen.

For Situation 4 and Situation 5 the troubleshooting steps are same, both of these are generally Operating System errors.

- Ask yourself what you just did ? Did you just install a new Hardware in your System like Hard Drive, RAM, Graphic Card , Sound Card or DVD Rom. Blue Screen of Death is usually **HARDWARE** or **DRIVER** related problem. Maybe that new part is not compatible with other parts or Motherboard of your System. Uninstall that particular part and Restart your computer might work.
- **STARTUP USING LAST KNOWN GOOD CONFIGURATION** ...may be the resent software's that you would have loaded are causing some problem, running Last known Good Configuration will undo the changes you would have made recently.
- [Start Windows in Safe Mode](#) and then [use System Restore to undo recent changes](#). Windows could freeze, stop, or reboot during the startup process because of damage to a [driver](#), important file, or part of the [registry](#). A [System Restore](#) will return all of those things to their last working order which could solve your problem entirely.
 - **MOST IMPORTANTLY, IF NOTHING ELSE WORKS THEN DO THE FOLLOWING 2 STEPS**
- Boot your System from a Bootable CD and run the REPAIR option,
- If this all does not help then Re-Load the Operating System.

Q) What is the difference between System Restore & Last Known Good Configuration?

Both of these are used to restore the computer to an earlier date, In Last known good configuration you cant manually set a restore point, the computer automatically restores the computer to the LAST time when your computer worked (Booted) Properly. But in System restore you can create the restore points whenever you want, also when you want to restore you can choose between the multiple options that you get on which you want to restore your computer.

Both of them are described a bit in details here under:-

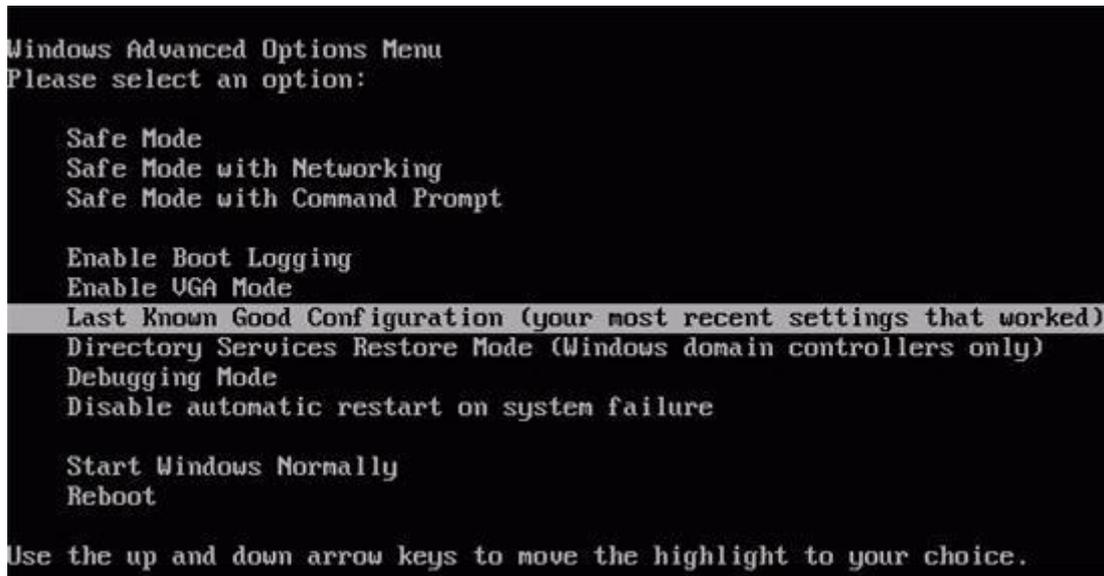
–Last Known Good Configuration–

Each time you successfully startup your computer, Windows saves any system-related settings to the Windows Registry. Some of the information that is written to the Registry is in regards to device drivers and services that are used by Windows.

Using the Last Known Good Configuration...

Re-Start your computer, when you see the "Please select the operating system to start" message, press the F8 key.

1. When the **Windows Advanced Options** menu appears, use the ARROW keys to select **Last Known Good Configuration (your most recent settings that worked)**, and then press ENTER.



Use Last Known Good Configuration if...

- The last time you started Windows you didn't have any issues.
- You install a new device driver, restart Windows, and the computer will no longer boot. By reverting back to the Last Known Good Configuration you will restore the settings so that they point back to the old driver.
- If you have disabled the driver by mistake, which was very important for the operation of Windows. By reverting back to the Last Known Good Configuration you will restore the settings back to when the driver was still enabled.

DON'T Use Last Known Good Configuration if...

- Windows won't boot because you deleted some Operating system files.
- You copy a new driver over top of an old one. Switching to the last known good control set will not undo anything since the configuration never changed.
- Windows boots up, a user logs in, and then Windows freezes. By this point it is too late because Windows has already written over the Last Known Good Configuration backup.

–System Restore–

Use System Restore...

1. Open System Restore by clicking the **Start** button, clicking **All Programs**, clicking **Accessories**, clicking **System Tools**, and then clicking **System Restore**.

Use System Restore if...

- Problems started to occur after you installed an application, Windows Update, or a driver.
- You accidentally removed or modified an important Windows File that is causing the system not to function properly.

Q WHAT IS ADVANCE BOOT UP MENU?

Advance boot up menu is the page where you can go by pressing F8 when your computer is starting. It will show you below mentioned options:

Safe Mode with Networking

Safe Mode with Command Prompt

Safe Mode

Last Known Good Configuration

Switch operating System

Reboot your System

Start windows Normally

Q WHAT IS SAFE MODE ?

IF YOU ARE COMPUTER IS NOT STARTING IN NORMAL MODE, THAT CAN HAPPEN IF ANY FILE OF YOUR OPERATING SYSTEM GOES CORRUPT OR MISSING OR IF YOU HAVE LOADED ANY SOFTWARE/VIDEO GAME WHICH IS NOT COMPATIBLE WITH YOUR COMPUTER YOU ARE FACING ANY PROBLEMS LIKE SYSTEM GETTING HANG OR ANY OTHER ISSUE IN NORMAL MODE THEN YOU CAN GO TO SAFE MODE AND DIAGNOSE THE PROBLEM AND FIX THE PROBLEM.

TO GO TO SAFE MODE RESTART YOUR COMPUTER AND PRESS F8 SEVERAL TIMES, IT WOULD TAKE YOU TO ADVANCE BOOT UP MENU PAGE FROM WHERE YOU CAN CHOOSE TO START COMPUTER IN SAFE MODE.

IN SAFE MODE ONLY THE BASIC UTILITY SOFTWARES ARE ACTIVATED, YOU CAN NOT PLAY MOVIES OR LISTEN TO SONGS OR PLAY VIDEO GAMES OR USE INTERNET IN SAFE MODE AS ALL THE GRAPHIC, SOUND AND NETWORKING SOFTWARES/DRIVERS ARE DEACTIVATED IN THE SAFE MODE.

- YOU CAN EVEN DO A SYSTEM RESTORE IN SAFE MODE.
- YOU CAN USE INTERNET ONLY IN SAFE MODE WITH NETWORKING OPTION.

Q) What is MSCONFIG?

When you re-start your computer , you see Google Talk or Yahoo Messenger popping up and you also see the icons on the right hand bottom corner getting activated for ex Adobe or Media Players, if it irritates you and the system is taking a lot of time to re-start then you can go to MSCONFIG by going to Start- Run- Type MSCONFIG, it opens up the Window which has few tabs like General, Start up Tab, you can go to Startup tab and deactivate the Softwares that you don't want to start when you re-start your computer.

Q) Difference between Scandisk And Check Disk ?

Both are Windows Utility (Features of Windows) where in when your run it, it checks for the Bad Sectors in

your Hard Disk and then fixes up the Bad Sectors. The only difference is that Scan disk used to come in the Windows Before Windows and it has been replaced by Check Disk in all the Operating Systems after Windows

XP , also Check Disk is command Prompt based for ex if you have to run Check Disk you can got to Start-Run- CMD- and type CHKDSK

Q) What is DNS ?

DNS Stands for Domain Name Server, this is a Service which convert the Website Address into the IP Address, basically when you type www.gmail.com (or any other website) the Internet does not understand what is www.gmail.com because Internet is a language of IP address so DNS Converts the Website Address into the IP Address of that Website and sends the signals to the Internet to open that website.

Q) What is DHCP ?

DHCP stands for Dynamic Host Configuration Protocol, This service assigns the IP address to the Systems on a network. For ex lets say there are 10 systems in a network and 5 are currently logged in, if the 6th computer starts, DHCP would allocate a IP address to that .

Another Example:- lets say there are 10 systems in the network and 9 are logged in , if the 1st computer switch off the computer and 10th computer starts then DHCP wld allocate the IP address of the 1st Computer to the 10th computer.

Q) What is Default Gateway ?

When you check your IP address by going to Start- Run- CMD- type IPCONFIG, you also get the Default Gateway of your computer there.

In Simple language, Default Gateway is the IP Address of your Router. If you want to make any changes to your Router for Ex:- Reset Your router, change the name, change the Password of your Wi-Fi Router then you can do it by using Default Gateway by following the under mentioned procedure:-

Copy your default Gateway address and put it in the Address Bar of your Internet Explorer, It would Open up the Web Page of your Router(its Called GUI, Graphic User Interface), there you can make any changes to your router.

Q) Can you load more than 1 Operating System in your Computer ?

Yes you can have more than 1 Operating system, I am not sure how many but definitely more than 1, it would really depend on your computer's configuration For Ex- you Hard Disk Capacity and RAM. There is just 1 rule which you have to understand that every subsequent Windows that you load it has to be the higher Version than the Previous one in your system.

For Ex: - If you have Windows XP in your C Drive then in D Drive you cant load a lower version like Windows 2000 or Windows 2005, you can only load the higher version like Windows 7 or Windows Vista.(This Rule is not valid if you are loading 1 Windows based and 1 Non Windows based for ex Linux, Unix Operating System.)

Q) What can you do if your System is working Slow:-

- 1) Run the Anti- Virus, there may be Virus in your system.
- 2) Press Cntrl + Alt + Del to Got to Task Manager to check what all programs are running.
- 3) Maybe there is not enough space on Hardware..
- 4) Maybe the Hardware has any bad Sectors, you can go to Start- Run- Type chkdsk , it will check the hard disk to check any bad sectors and fix them up...this is called Check Disk process.
- 5) Low RAM can cause this issue, If you use a lot of applications simultaneously and your RAM in your

computer is low then it causes the system to work slow and it also hangs at time.

6) There could be some problem in your Operating System also.

7) Run Defragmentation of the Hard Drive to arrange all the data in your hard drive in a systematic and best possible order.

8) Your computer might be temporarily running slow if your Anti Virus is scanning your system for Virus OR your Outlook express is downloading the mails.

Q) What if your CD Rom is not working properly?

- Maybe the CD is dirty or has scratches. Try using the CD in some other CD Rom.
- Maybe the Driver of the CD DVD Drive is not installed properly , Go to Device Manager and then check if there is a Exclamation Mark (!) or Question Mark (?) in front of CD Rom, if there is (!) or (?) then you can Right Click to Update the Driver.
- Maybe CD/DVD Rom is disabled. Go to Device Manager and check. If there is a Red Cross Sign (X) on CD Rom that means it is disabled...to fix it you can right click on CD Rom in Device Manager and click enable.

- If the CD/DVD Rom is not opening then you can do 2 things:- Double Click on My Computer – Go to CD Drive (E: or F: Drive whatever it is) then right click and click on Eject OR check your CPU there should be a small Hole on your CD/DVD Rom, put a pin inside that it will take the Tray out.

Q What if the Internet is Not Working ?

- Check if the Wires are correctly connected.
- Change the Internet Browser to Mozilla or Google Chrome maybe there is some problem with your current browser.
- Try opening some other website, maybe there is some problem with Server of that particular site.
- If there is a 404 “ Page Not Found” Error then you might have typed a wrong spellings on the URL for that particular website.
- Ping the Ip Address – got To Start- Run- Type CMD- Type Ping 192.168.1.1 (IP address of your computer), If the Packets sent = Packets Received = 4, Lost = 0 (0 % Loss) then the internet is working absolutely fine.
- But if the Reply is Packets Sent =0 and Packets Received =0 , Lost =4 (100 % Lost), that means internet is not working
- Re-Set your Router/Modem.

Q If you are loading a software and it gets stuck on 99 % what could be the problem?

There can be 2 issues:- 1) Some Software need minimum hardware or Software Configuration for it to download for ex Adobe might need Windows XP but with Service Pack 2 for it to load.

2) The important reason could be, that maybe in past you might have downloaded that software and it was not deleted properly and it is still registered in the Registry, unless you remove it from there you wont be able to download that Software again

Q WHAT IS REGISTRY?

Registry is the database used by the [Windows](#) operating system to store [configuration](#) information. registry is the collective name for various database files. The Registry consists of the following major sections:

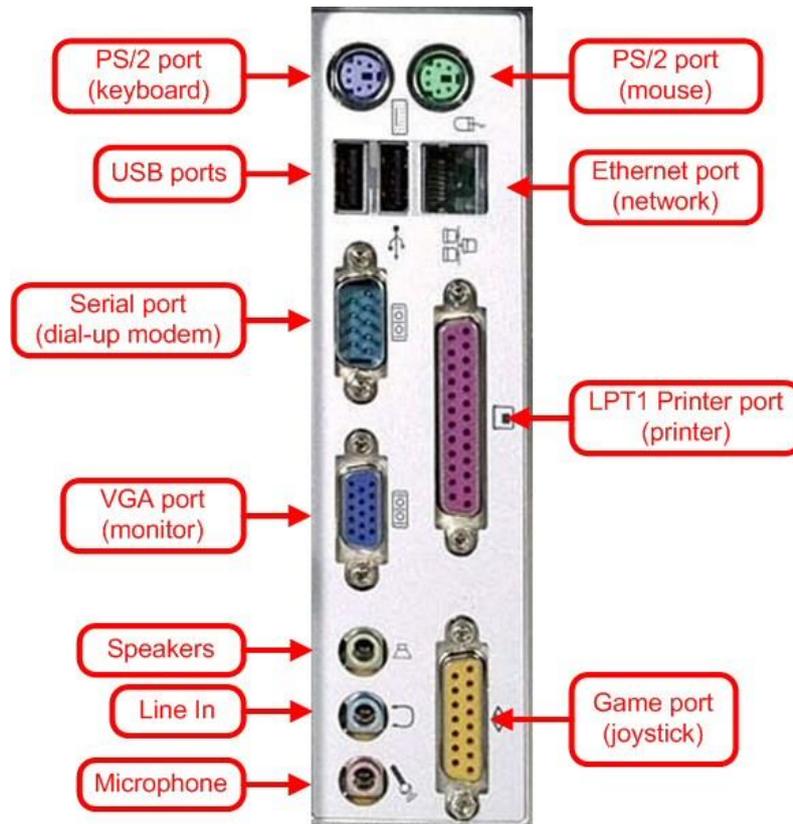
Most Windows applications write data to the Registry, at least during installation. You can edit the Registry directly by GOING TO START- RUN- TYPE REGEDIT using the Registry Editor.

Please Note, Registry Editor is the face of the registry, and is the way to view and make changes to the registry, but it's not the registry itself.

WHY WOULD YOU MAKE CHANGES TO REGISTRY ?

If you have Windows Not Genuine Notification then you can change the Windows [product key](#). It may be

necessary if you discover your current key is pirated or illegal but you don't want to [reinstall Windows XP](#) to activate your new legal key.



Q What is Master Boot Record ?

A portion of your computer's hard disk that is used to store the data needed to boot your PC is known as **Master Boot Record (MBR)**. Usually, the data used to boot is stored in the first sector of the hard drive, which makes it very easy for the computer to detect and use the data. All the codes that are needed by the computer to start all its application are stored in this section of the hard drive.

