Name of the Teacher:\_\_\_\_Asst prof Preeti Gupta\_\_\_\_\_\_\_\_\_\_\_\_\_ Class:B VOC BPO 1st semester\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Lesson Plan**

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| **S No** | **Period** | **Topics to be Covered** | **Academic Activity to be Organized** |
|  | **17-31 July 2017** | 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 | Group discussion on what challenges faced by BPO |
|  | **01-31 Aug 2017** | BPO Industry – Employment Opportunities – Employee Structure – Skill Set Required –Compensation Levels – Contact Centre BPO – Types of Call Centers – Technology –Components and working of a Call center – Issues and Problems – Case Study – Intel net Global. | Role playing on how to handle customers |
|  | **01-30 Sept 2017** | Healthcare BPO – Structure of the American Healthcare Sector – Activity Profile –Future Trends and Threats – Case Study – Cbay Systems. Transaction Processing BPO - Elements of Back – Office Services – Financial Services –Insurance – Case Studies – Datamatics – Hinjuja TMT. |  |
|  | **01-31 Oct 2017** | 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. |  |
|  | **01-13 Nov 2017** | Presentation and revision of whole syllabus |  |

**Topics of Assignments/ Class Tests to be given to the Students:**

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| **Assignment 1** | Healthcare BPO – Structure of the American Healthcare Sector – Activity Profile –Future Trends and Threats |
| **Assignment 2** | Contact Centre BPO – Types of Call Centers – Technology –Components and working of a Call center – Issues and Problems |
| **Class Test** | 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. |