



# ST. LAWRENCE HIGH SCHOOL

A Jesuit Christian Minority Institution

ANSWER SHEET - 25

CLASS – XI

SUBJECT – BSTD

CHAPTER 5 – Emerging modes of Business

DATE –16.11.20

TOPIC – BPO AND KPO

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Multiple choice questions :

1. BPO stands for

a) Business Periodic Outsourcing b) Business Plus Outsourcing **c) Business Process Outsourcing** d) Business Preliminary Outsourcing

2. The full form of KPO is

a) Knowledge Periodic Outsourcing b) Knowledge Plus Outsourcing c) Knowledge Preliminary Outsourcing **d) Knowledge Process Outsourcing**

3. Electronic transfer of funds from account of buyer to online vendor is known as

a) net banking b) e banking **c) both a and b** d) none of these.

4. The payment mechanism typical to e-business is

**a) credit and debit cards** b) cheque c) cash on delivery d) none of these.

5. Digital cash is also called

a) liquid cash b) token c) plastic card **d) e cash**

6. The aim of business is "to create a customer" whose statement is this

**a) P.F Drucker** b) Max Weber c) Rensis Likert d) none of these.

7. The following is the disadvantage of e business

a) spread information faster b) lack of flexibility **c) no face to face communication** d) none of these

8. The largest category of e-commerce is \_\_\_\_\_ commerce.

**a) B2B** b) C2C c) B2C d) none of these.

9. Amazon.com is an example of

**a) online book store** b) online auction site c) both a and b d) none of these.

10. The method used to prevent access to data during transfer is called

a) decryption b) decoding **c) cryptography** d) none of these.

11. Information transformed into unreadable format is called

**a) hypertext** b) hyperlink c) both a and b d) none of these.

12. The following service is covered under BPO

a) business and technical analysis b) business and market research **c) merchant banking** d) none of these.

13. The following service is covered under KPO

**a) animation and design** b) advertising services c) transaction processing d) none of these.

14. Call Centre handles

a) only inbound voice based business b) only outbound voice based business c) both voice based and non voice based business **d) both customer facing and back end business.**

15. The full form of LPO is

**a) Legal Process Outsourcing** b) Local Process Outsourcing c) Limited Process Outsourcing d) None Of These.

By U James Riju