

By OnlineInterviewQuestions.com

BPO Interview Questions

BPO is the outgrowing sector of the market and many freshers look up to it as a startup for their career. BPO hires freshers to give an effective start to the candidates, especially in the call center sector.

The call center sector requires candidates with basic knowledge of computers and good communication skills. These general requirements of skills make many pass-out graduates opt for BPO as their career.

So, if you are one among the pass-out graduates and choose BPO as a start kick to your career then you might surely be preparing for the BPO interview and perplexed about how to crack it.

You can crack the **BPO Interview** easily if you are confident enough to present yourself and impress the interviewer. I know it's not easy because it's your first foray and you might be bundle of nerves right now. But let me tell you, just a few questions answered perfectly and a good impression will do it all to land you a BPO job.

Practice here the top **BPO Interview Questions and Answers** that give you a basic idea of what questions you will be asked and how can you frame the answer. So, Go ahead and Best of Luck folks!

Q1. What is BPO and how it works?

BPO stands for Business Process Outsourcing.

When an organization or a company wants its non-core work to be done at cheaper rates by an expert then they outsource their work to other countries, which is called BPO. Generally, outsourcing is made between two countries.

Q2. Mention the major sectors of outsourcing?

Information Technology and Communication, Medical and Health Sector, Insurance, Law and Jurisdiction, Finance are some of the sectors where the majority of outsourcing work is performed.

Q3. List different types of BPOs?

The BPOs are divided into five different categories, they are

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

Q4. Why do you see BPO as your career?

Here you can explain why you chose **BPO as a career**, you can tell about being exposed to a new field that allows developing your personality and communication skills and also gives you the opportunity to grow.

Q5. Where do you see BPO in current Market?

In this era of industries and business, where many companies failed to survive in the market, the BPO has outgrown and has achieved the milestone in an economic crisis and relatively reduced the unemployment rate marginally in developing countries.

Q6. What is ISO:9000 in outsourcing?

In outsourcing the ISO:9000 is a standard of mapping quality for the company. It has been accepted by most of the BPO companies as the benchmark for the quality of service offered by them.

Q7. State the difference between shore and offshore outsourcing?

When any work or project is allotted nearby the country is called shore outsourcing and when it is made outside the country it is called off-shore outsourcing.

Q8. Could you explain what a call center is?

It is a customer care center where calls are handled in huge numbers. The call centers are mainly of two types an inbound type and the outbound type. An inbound call center is where customer associate will receive the calls and the calls are handled keeping the customer care as the prior concern. While an outbound call center is where the calls are made by the associate for the product sales and product inquiries.

Q9. How can you relate call centers to BPO?

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

Q10. Determine the type of BPO you wish to work in?

The general idea of this question is to know your area of interest. The interviewer wants to figure out where you desire to work like in the area of research-driven or voice-based process. There are many branches where BPO operates like KPO, RPO etc. So, answer the question according to the company's requirement.

Q11. Why do you think you will do well in this job?

Tell them about the reasons you chose this job and how your skills match the type of job.

Q12. Are you able to use the different software easily?

Your answer to this question clarifies to the interviewer about your grip over computer knowledge and its software. So that they will have a clear idea of what training you further require when you selected.

Q13. How good are you with computer skills?

Generally, they'll seek for the basic computer skills, but if the job demands more computer work then they may hold the practical test to test your computer skills.

Q14. Which one do you think is the better career opportunity, voice or non-voice BPO?

Tell them that you find both types of BPO equal in opportunities, but the individual's interest and personality are the factors it depends on. Once fit into the company and gain expertise in the work, you can easily move ahead to the management or support side.

Q15. What did you learn recently that can benefit the BPO Company?

Knowing English is basic and must for any BPO but knowing any other additional language is always beneficial. You can learn some other foreign language like French, Spanish as these can increase your chances of securing jobs in BPO.

Q16. What are the job activities you got to maintain in BPO?

The main and primary activity in a call center is to handle the customer's queries effectively and also to coordinate well with a team in order to offer the best service to the customer.

Q17. Are comfortable in handling customers on phone?

As you are a fresher you don't have any prior experience of handling customers on phone, so you can tell that handling the customers on phone would be a challenge but you will manage and them and won't disappoint the company as well as the customer.

Q18. Explain, why do you want to work for our company?

When you answer to such question mention about the company's aggressive market stance, creative business policies and also its growth in the market because this question is asked by the interviewer to analyze how much you know about the company and its work.

Q19. Where do you see yourself five years from now?

This question is put by the interviewer to know about your career goals and also to know how you perceive yourself.

So, "In five years from now, I would want to see myself at a responsible position, while learning and developing my skills and contributing my efforts for the growth of the company", would be a perfect answer to this question.

Q20. How will you cope with up with the common risks associated with BPO?

BPOs have large data of customer's personal information, if there is any breach of the security then the customer's information will be leaked and the company would be at risk.

To avoid such risk, employees should be restricted from carrying any external drive while on board and the ex-employees ids must be deactivated to deny their access to the customer's information from anywhere. Certain additional security software can also be installed to secure the main server from hacking.

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