

S.D.E.

B.C.A. (2004 Course Sem- VI : SUMMER - 2019

SUBJECT : I.T. ENABLED SERVICES

Day : Saturday
Date : 04/05/2019

Time : 10.00 AM TO 1.00 PM

Max. Marks : 80

S-2019-4984

N.B.

- 1) Attempt **ANY FIVE** questions from Section – I and **ANY TWO** questions from Section – II.
- 2) Figures to the **RIGHT** indicate **FULL** marks.
- 3) Answers to the both the sections should be written in **SAME** answer books.

SECTION – I

- Q.1 Discuss IT Enabled Services in brief. (10)
- Q.2 Explain the concept of Business Process Outsourcing in brief. (10)
- Q.3 What are the Success Factors for BPO? (10)
- Q.4 What is a Call Center? (10)
- Q.5 What are the advantages and disadvantages of a Call Center? (10)
- Q.6 How VoIP can help enterprises? Discuss in brief. (10)
- Q.7 Write a short note Internet Service Providers in India. (10)

SECTION – II

- Q.8 How to setup and operate a Call Center? (15)
- Q.9 Discuss the Business Model of an ISP in detail. (15)
- Q.10 What is e-Learning? Support your answer with appropriate examples. (15)

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