

S.D.E.

**B.C.A. (2004 COURSE SEM- VI : WINTER - 2017
SUBJECT- I.T. ENABLED SERVICES**

Day : **Thursday**
Date : **14/12/2017**

W-2017-4178

Time: **02.00 PM TO 05.00 PM**
Max. Marks: 80

N.B.:

- 1) Solve any **FIVE** questions from **SECTION-I**. Each question carries **10** Marks.
- 2) Solve any **TWO** questions from **SECTION-II**. Each question carries **15** Marks.
- 3) Figures to the right indicate **FULL** marks.
- 4) Answer to both the **SECTION** should be written in **SEPARATE** answer books.

SECTION – I

- Q.1** Explain various functions of business process outsourcing. (10)
- Q.2** Explain seven factors of caller tolerance. (10)
- Q.3** How Voice over Internet Protocol can help enterprises? Explain. (10)
- Q.4** Explain different levels of supply chain management. (10)
- Q.5** Explain technology issues of e-learning. (10)
- Q.6** What is multipoint videoconferencing? Explain operating modes of videoconferencing. (10)
- Q.7** Write Short Notes (**Any Two**) (10)
- a) LAN
 - b) Call Centre Metrics
 - c) SSL

SECTION – II

- Q.8** Explain evolution of BPO model. (15)
- Q.9** Suppose you are HR of a call centre. Briefly describe your strategies for call centre operations. (15)
- Q.10** Describe various components of Internet Protocol Suite. (15)

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