

Sheet1

Computer - BPO Training			
SN	Subject Name	Functions	Hours
1	Introduction	Rural BPO & Rual Market, Opportunity in Rural Development	8
2	ICT & Data Management	Computer Fundamentals, Internet & Office Automation tools, Data Storage Management, Data transformation & Presentation, Data security, FAQ preparation, Customer Relationship Management (CRM) -Software	324
3	Communication skill and Personal Development	Personality Development, Tellephone Communication, Telephone Etiquette, Confidence over phone, Call Handling, Inbound/ Outbound calling, Active Listening, Script Writing, Understanding customer, Official & Professional Etiquette Training, Team Player & Leadership Skills	324
4	Industries & Businesses	ITES (BPO), finance & account, Insurance, Telecoms , Real Estate, Telecommunication, Banking, Agriculture, Hospitality sector	12
5	Customer Management	Sales & Marketing, Customer service & support	12
6	Field Visit	Field Visit – Banks, Govt. Office, Private offices etc.	18
7	Organization Behaviour	Employee motivation, Organization policy, Rule & Regulations	24
8	Assignments & Assessments	Periodic Assignments and Assessment Test	14
9	On Job Training	On job training – Live calling, Data Entry, Survey etc.	655
			1377

Mode of Training
Classroom
Classroom
Classroom
Classroom
Classroom
Classroom
Field
Classroom
Classroom
Work Station

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