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Top 52 BPO Interview Questions & Answers

Here are BPO interview questions for fresher as well as experienced candidates to get their dream job.

1) Tell me something about BPO and how it works?

BPO is abbreviated as Business Process Outsourcing. When a company wants its non-core work to be done by an expert at cheaper costs, then they easily outsource their work to another country, which is called Business Process Outsourcing.

2) What are the major BPO sectors for outsourcing?

The major BPO sectors for outsourcing are:

- IT and Communication
- Medical and health services
- Insurance
- Finance
- Law and Jurisdiction

3) Why working in night shifts is important?

Night shift is important because:

- BPO business operates through the night can produce more volume and meet the demand of the market.
- Night shift is necessary to match the working hours of foreign countries.

4) What is the main difference between onshore and offshore outsourcing?

The main difference between onshore and offshore outsourcing is:

Onshore outsourcing can be defined as anything outsourced nearby the country, whereas Offshore outsourcing can be defined as a project or work allotted outside the country, which is not nearby.

5) What are inbound and outbound call centers?

Inbound call centers will only receive calls, while outbound call centers will place calls. In the general inbound call, centers function as the company's service department while outbound handles the service department.

6) What are the advantages of BPO?

The advantages of BPO are:

- It improves productivity and human resource.
- BPO can be adopted to cope up with the changing demand of customers.
- It enables call center owners to utilize the latest technology at a lower cost.
- It helps any company to focus on core business areas.

7) What are the disadvantages of BPO?

The disadvantages of BPO are:

- There can be a communication gap between customers and companies.
- The Time zone difference between the two companies creates a problem in calling.
- The company may sometimes feel a loss of control in customer service.

8) What is the difference between KPO and BPO?

The difference between KPO and BPO is:

KPO   **BPO**