Question: 1

Which of the following is the telephone based shared Service Centre?

Call centre

Question: 2

A facility that allows the user to speak into a special device while typing a letter using computer is called ____

Dictaphone

Question: 3

BPO may be expanded as ____

Business Process Outcome

Question: 4

Collection, digitization and processing of data is basic function of ____

Data management

Question: 5

Which of the following is an IT enabled service?

E-Governance

Question: 6

ITES stands for ____

Information Technology Enabled Services

Question: 7

_____ refers to conversion of non-digital material to digital form.

Digitization

Question: 8

Which of the following is not an IT enabled service?

Word processor

Question: 9

A turnkey package includes

All of these

Question: 10

A channel for communicating across a boundary between two or more subsystem is known as

Interface