BPO

© **2018** albert-learning.com

ALBERT LEARNING

Vocabulary

Subdivision: of the parts into which something is divided, or the act of creating these.

Outsource: An organisation entering into a contract with another organization to operate and manage one or more of its business processes.

Third party: a third person or organization less directly involved in a matter than the main people or organizations that are involved.

Boost: to improve or increase something.

Hamper:to make an action intended to achieve something more difficult.

Feasible: able to be made, done, or achieved.

© **2018** albert-learning.com

What is a BPO?

BPO is the process of hiring another company to handle business activities for you.

BPO stands for Business Process Outsourcing, it is also known as Information Technology Enabled Services (ITES)

It is a **subdivision** of outsourcing that comprises the contracting of the operations and obligations of specific business processes such as payroll, customer service, accounting, data recording and much more to a **third party** service provider.

© **2018** albert-learning.com