

VOICE BUSINESS PROCESS OUTSOURCING								
ICT706								
Sector	QPCode	Job Role Name	NSQF Level	Equipment Name	Minimum number of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment to be available at the Training Center (Yes/No)	Dimension/Specification/Description of the Equipment/ ANY OTHER REMARK
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Computer Lab with 1:1 PC : trainee ratio and having internet connection				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	CRM tools, MS Office / Open office, Browser, Outlook / Any other Email Client tools				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Assessment and Test Tools for online Tests and Assessments				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Projector with screen				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Flip chart with markers				

IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Faculty's PC/ Laptop with latest configuration and internet connection				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Supporting software / applications				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	CRM tools, Whiteboard and Markers				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	LCD Projector and Laptop for presentations				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Training organization's confidentiality policy				
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IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Projector and Laptop for presentations				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Organization's current health, safety and security policies and procedures				

IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	A sample health and safety policy document				
IT/ITes	ICT706	VOICE BUSINESS PROCESS OUTSOURCING	3	Emergency broadcast system and mock emergency signage in the appropriate areas of the training institute.				