

## Sample Interview Questions: Call Center & BPO

- 1: Difference between domestic and international call center?
- 2: What challenges did you face stepping into a leadership role?
- 3: Speech any topics for 5 minutes?
- 4: What u knows about bpo?
- 5: Are you comfortable working in Night shifts?
- 6: Why do you want to join BPO/Call Center?
- 7: How you handle the angry customer?
- 8: What is the difference between customer service & satisfaction?
- 9: What are the major key responsibility areas for a manager in bpo?
- 10: What are the responsibilities of a team leader in call center?
- 11: What are the works of quality analyst in bpo?
- 12: What is cdma?
- 13: How can we explain bpo?
- 14: What about your strength and weaknesses?
- 15: What is mean by MNC call center?
- 16: Difference between bpo and call center.
- 17: What are Topologies?
- 18: What are OSI layers?
- 19: How will you describe your management skills?
- 20: Problems and consequences of bpo?
- 21: Explain about customer service?
- 22: What is DHCP?

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- 23: Difference between SDRAM and DDR.
- 24: What is MCONFIG?
- 25: What is safe mode?
- 26: Explain Telemarketing?
- 27: What is primary domain controller?
- 28: What is DNS? How does it differ from DHCP?
- 29: What does customer satisfaction mean to you?
- 30: What is the biggest challenge facing the BPO industry today?
- 31: Why do u like to make your career in BPO industry?
- 32: Unforgettable movement in your life?
- 33: What is your philosophy towards work?
- 34: What are post in call center & BPO?
- 35: Can you give an example of a time when you experienced good customer service and explain why it was good'?
- 36: Explain inbound call center and an outbound call center? What is the difference between the two?
- 37: Will you be comfortable working in different shifts?
- 38: Which one do you think –web or voice –suits your qualifications better?
- 39: What is the difference between virus & spam?
- 40: What do you know by Firewall?
- 41: What is ping?