NON VOICE BUSINESS PROCESS OUTSOURCING
ICT705

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/Des cription of the Equipment/ ANY OTHER REMARK
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	Telephone				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	voice recorder				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	IVR and software				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	Document formats for recording call / interactions.				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	Computer Lab with 1:1 PC : trainee ratio and having internet connection,				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	MS Office / Open office, Browser, Outlook / Any other Email Client and chat tools.				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	Comfortable seats with adequate lighting, controlled temperature and acoustics for training and learning.				

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IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	Reading Resources: Access to relevant sample documents and learning forums to enable self-study before and after each training session.				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	White Board, Markers and Eraser.				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	LCD Projector and Laptop for presentations.				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	The training organization's current health, safety and security policies and procedures.				
IT/ITes	ICT705	NON VOICE BUSINESS PROCESS OUTSOURCING	3	A sample health and safety policy document.				