UNIT 2

Source data for input / processing / voice

BIFM

Edge is Knowledge

Getting familiar with non voice/ TP/ Back Office (5)

1. Familiarization on high volume data requiring processing
2. Understanding conversion of paper to images
3. Technology involved in the imaging
4. Concept of Split Screen
5. Latency Time
6. Rule Set Data Entry
7. Dependency Fields
8. Meeting high volumes of similar transactions
9. Concept of Exception Handling
10. Importance of Documentation
11. Consistency in Processing
12. Storage/ Access/ Retrieving of data

Learning Objectives:

After taking the course you will be able to:

- Define data-processing
- Understand the nature and scope of data processing
- Understand the concept of paper to images
- Understand the concepts of split-screen, latency time, rule set data-entry & exception handling
- Importance of documentation, consistency in processing & storage, access & retrieval of data

Introduction:

The BPO industry operates in two domains. The first is the voice-based process and the other is non-voice based or data process. In a voice based process the front line agents or technicians interact with the customers directly over the phone. Compared to this, the interaction in a non-voice process is based entirely on e-mail or chat. An additional form of a non-voice process is a data process. Data-process often involves maintenance of customers' data, records and/or other confidential information. It also involves data conversion.

In simple terms data-processing is converting data into information. Hence it is also referred to as information services. Unlike traditional data-entry jobs that were more clerical in nature and involved less of attention, out-sourcing data-processing or back-office support jobs enables companies to concentrate more on their core competencies like sales, collections, banking etc while there is a third-party vendor to manage all their data.

The BPO governance model enables the BPO to take ownership of the process and adhere to service level agreements thus decreasing cost and improving efficiency. Generally, the outsourced processes are featured by low complexity, high inter-dependence & low strategic importance. However, the trend is changing day by day and more and more complex processes are being outsourced to different call centers.

Familiarization on high-volume data requiring processing:

Outsourcing data-processes has become an increasingly popular way to reduce cost and concentrate on the core competencies. However, most of the companies manage these needs in-house though they can execute them better and economise if they out-source these jobs.

In the past, these offices, factories, companies etc. had to maintain a lot of files as most of the data were stored in black and white or hard-copies. It needed more space to store and protect those files. Creating back-ups was also difficult as photocopies of the documents or records were as fragile as the originals and they required as much more space as the originals. Thus there was a need to implement a method to enable handling a lot of data with lesser data-loss risks. The emergence of computers as a tool to save these enormous amounts of data happened as a timely boon!

Understanding conversion of paper to images

In simple terms, conversion of paper files into computer files is referred to as paper to images. There are various levels of such a conversion. According to Advanced Computer Innovations, Inc, there are four levels of this conversion sequence.

Level 1 (Viewable) - Convert as images only

If you need to transfer paper documents to computer files for archival storage and occasional viewing, simply scanning them as images is usually sufficient. This is the least expensive option, but the converted files are not searchable for text, and can neither be updated nor edited.

Level 2 (Searchable) - Convert as images and add text content for searches

This is a suitable option for transferring paper documents to computer files for archival storage and viewing and also to enable a search for any text content. The paper documents are saved as image files, which is what you see when you view them. However, an unformatted text layer is added to each image. This layer is not viewable, so it need not be formatted. However, it contains searchable text that can be used to index, categorize and search your converted files.

Level 3 (Web Publishing) - Convert to web pages for internet publishing

This option is for converting paper-based information to computer files for publishing on the internet or the web. The paper documents are first scanned to images. Then, using OCR and layout extraction software, the text and layout of the scanned images is interpreted to produce HTML files for web publishing. This involves several considerations, such as: