

PUNJAB SKILLS DEVELOPMENT FUND EXAMINATIONS,
LIST OF MATERIAL, EQUIPMENT & TOOLS
BPO SCHEME, BPO EXT, ONBOARDING OF BUSINESS
BATCH-V 2026, PSDF (1) ONE MONTH COURSE
HELD ON: 31-08-2026 AT 9:00 AM

<u>Sr. #</u>	<u>Code #</u>	<u>Subject</u>	<u>Material List</u>
1	C-1	Contact Center	<u>Material for Each Trainee /Whole Class</u> <u>Hardware & Equipment</u> • Workstations: Desktop computers or laptop • Headsets • Internet access <u>Software & Digital Platforms</u> • CRM & Client Portals • HR Software • Medical Billing Software AI Platforms <u>Practical Assets & Documentation</u> • Compliance & Policy Documents: Reference materials covering data privacy guidelines, confidentiality agreements, labor laws and health/safety protocols. • Call Center Assets: Prepare common call scenarios, scripting documents and escalation cases for shadowing and nesting practices. • HR BPO Assets: Mock HR cases for resolving employee issues, handling grievances and navigating real-time employee relations.
2	C-2	Customer Care	<u>Material for Each Trainee /Whole Class</u> Desktop computer / Laptop with CRM software (one per student), Headset with microphone (one per student), Student workstation (one per student), Customer verification forms (one per student), Call log sheet (one per student), Any call simulation software 01 set, A4 paper as per requirement, stationary (01 set per student).
3	M-1	Medical Billing	<u>Material for Each Trainee /Whole Class</u> Computer system, EHR/PM system, Printer, Power supply.

4	S-1	Sales Development Representative	<u>Material for Each Trainee /Whole Class</u> <u>Hardware & Equipment</u> • Workstations: Desktop computers or laptop • Headsets • Internet access <u>Software & Digital Platforms</u> • CRM System • Email Client: Active email accounts to evaluate email outreach campaigns, business writing and prospecting simulations. • Professional Networking • AI Tools: ChatGPT or Gemini <u>Practical Assets & Documentation</u> • Mock Lead Databases: Dummy contact lists provided to candidates to test real-time lead qualification using the BANT or MEDDIC frameworks. • Product/Company Briefs: Reference documents detailing a product or service (ICP) and build Buyer Personas. • Call Scenarios/Scripts: Prepared mock situations and common customer objections to evaluate the candidate's active listening, tone, confidence and objection handling during cold call simulations.
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