BPO VS KPO

BPO	Definition	KPO
The process is delegated to an external provider. The firm defines performance metrics.	**Definition**	The process is data-driven involves analysis and critical thinking.
Front office and back office	**Types**	Advanced analytical skills, and business expertise
Expertise in processes and office tasks	**Employee Qualification**	Expertise in knowledge-base industries
Close interaction between the provider (outsourcer) and the customer	**Process**	Managing, analyzing, and delivering objective insights into businesses
Less complex	**Complexity**	Highly complex
Rules-based and predefined process, driven by volume and project delivery	**Focus**	Judgment-based process, driven by insights and information
Medium	**Client-Provider Communication**	High

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