

**Outsourcing: The Other Side of Outsourcing**  
Thomas Friedman and the Discovery Channel

Name: \_\_\_\_\_

**Benefits of Indian call centers.**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

**Challenges of Indian call centers**

- 1.
- 2.
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- 10.

**Ethical questions associated with outsourcing:**

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|----|-----|
| 1. | 6.  |
| 2. | 7.  |
| 3. | 8.  |
| 4. | 9.  |
| 5. | 10. |