

xygafh



Total marks:

75

Time: 2:30 hrs

- Note:-
1. Draw Diagram wherever necessary.
  2. All questions are compulsory

Q.1[a] State True or False. [Any 8]

[8]

- i. FVSCCHEDULE function in excel calculates the future value of an investment with a variable interest rate.
- ii. In hierarchical model of databases data is stored in tree-like structure.
- iii. SAP is CRM software.
- iv. ERP consists of modules integrated with each other.
- v. EDI is use for payment from one computer to another.
- vi. ECS debit is useful for payment of electricity, telephone and water bill.
- vii. Credit cards are post-paid cards.
- viii. Macros are used to automate repetitive tasks.
- ix. Primary key may consist of single or more than one field.
- x. Indian trading league is online share market website for investors and traders.

Q.1[b] Write full form for the following abbreviations.[any 7]

[7]

1. PV
2. SaaSERP
3. RDBMS
4. FVSCCHEDULE
5. CRM Softwares
6. ERP
7. SCM
8. DBMS
9. RBI
10. EDI -

Q.2[a] Write use, syntax and example of any 5 text functions.

[15]

OR

Q.2[b] Write use, syntax and example of following functions  
i)AVERAGE ii)COUNTIF iii)MOD iv)TODAY v) FV

[15]

Q.3[a] Explain CRM in detail.

[15]

OR

Q.3[c] Explain various types of keys used in databases.

[8]

[d] Explain various advantages and disadvantages of EDI.

[7]

Q.4[a] Explain ECS and it's variant in detail.

[15]

OR

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- Q.4[b] Explain various tools of E-banking. [8]  
[c] Define Supply chain management and write five stages in SCM. [7]
- Q.5[a] Differentiate between SFA and CRM. [8]  
[b] Explain various advantages and disadvantages of online trading. [7]

**OR**

- Q.5 Write short notes on: [any 3] [15]
- i. VLOOKUP
  - ii. Smartcards.
  - iii. RDBMS.
  - iv. Macros
  - v. Online Trading in India.