**K21U 4668**

Reg. No. : ....................................

Name : ....................................

**V Semester B.Com. Degree CBCSS (OBE) Regular Examination, November 2021**
**(2019 Admns. Only)**
**Core Course**
**5B11COM : Computer Application – III**
**INFORMATION TECHNOLOGY FOR BUSINESS**

Time : 2 Hours

Max. Marks : 20

### PART – A

Answer **any three** questions from the following. **Each** question carries **1** mark.

1. What is a customer relationship management system ?

2. Explain Management Information System.

3. What is the use of functions in Excel ?

4. What is a human resource management system ? (3×1=3)

### PART – B

Answer **any three** questions from the following. **Each** question carries **3** marks.

5. Write down the benefits of ERP.

6. Write a note on statistical function in Excel.

7. What are the components of ERP ?

8. Write a note on Charts in Excel. (3×3=9)

### PART – C

Answer **any one** question from the following. The question carries **8** marks.

9. Briefly explain different types of E-payment systems.

10. What are the characteristics of MIS ? (1×8=8)

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