A.D.M.COLLEGE FOR WOMEN, NAGAPATTINAM
(AUTONOMOUS)
(B.B.A) Degree Examination
V Semester **– November –** 2022
SBE II – E – BUSINESS

Time: 3 hours   **Maximum Marks: 75**

Section –A   10X2=20

Answer **ALL** the Questions

1. What is E-Business ?

2. Write a short note on Internet.

3. Define e-CRM.'

4. What is CRM ?

5. What is "MS Word" ?

6. Write a note on "MS Office".

7. What is Electronic Malls ?

8. Briefly explain the term B2B Applications.

9. What is meant by Web Browser ?

10. Define Web Hosting.

Answer **ALL** the Questions

11. a) What are the advantages of e-CRM ?

(or)

   b) State the types of Web Hosting Services.

12. a) Illustrate the advantages of e-CRM?

(or)

   b) Explain any three applications of e-CRM.

13. a) Explain the features of MS office.

(or)

   b) Explain any basic concept of Windows.

14. a) List out the types of E-Market Places.

(or)

   b) Bringout the functions of e-market place.

15. a) Explain the most common types of emails.

(or)

   b) What are the most popular browsers in windows ?

Answer any **THREE** Questions

16. Discuss the types of Internet connections.

17. Describe the major e-CRM components.

18. What are the advantages of MS Word ?

19. Bringout the features of e-market places.

20. Listout the different types of Web servers.

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