**Office Automation System & Virtual Office**

* **What is Office Automation System?**

Office Automation System (OAS) is a variety of computer machinery and software to digitally create, collect, store, manipulate and relay office information needed for accomplishing basic task.

Ex- Telephone switches board and typing etc.

* **Feature of Office Automation System/use of OAS:-**

**1. Telemarketing-** Telemarketing is a method of direct marketing in which a salesperson solicits to prospective customers to buy products or services.

**2. Voice Messaging-** Voice message refers to a message that could be sent to a destination using voice media.

**3**. **Teleconferencing-** A teleconference is a telephone or video meeting between participants in two or more locations.

**4**. **Electronic Fund Transfer**- Electronic Funds Transfer (EFT) refers to the computer based systems used to perform financial transactions electronically. It allows users to connect to a network to transfer money from one bank account t another via a transmission media.

**5. E-Mail**- E-mail is a method of exchanging digital messages, designed primarily for human use.

* **Type of Office Automation System:**

There are different types of OAS as-

**1**. **Document management system**  
    Document management system consists of different applications that are used to prepare documents. These applications are**:**

**a. Word processing:** It is used to create and edit documents. The documents may include letters, memos, proposals, reports, newsletters and brochures etc.

**b. Desktop processing:** It is used to make the documents more attractive by inserting photos and graphics into the documents.

**c. Spreadsheet software:** It is used to manage and to process data in rows and columns.

**d. Image processing**: It is used to scan images and to store them into computer. These images can be inserted into the document.

**2. Message handling system**  
    Message handling system is used to send and receive message electronically from one location to another. In most of the offices, the messages are sent and received through computer network and facsimile (Fax). For example, e-mails or voice mails are sent and received through Internet.

**3.  Office support system**  
    Office support system is used to coordinate and manage the activities of work group. The members of the work group can share their work and co-ordinate with each other. Groupware and desktop organizers are examples of office support system.

* **Advantage of Office Automation System:-**

**i**) It can get many tasks accomplished faster.

ii) Less storage is required to store data.

iii) Multiple people can update data simultaneously.

iv) It eliminate the needs for a large staff.

* **Disadvantage of Office Automation System:-**

i) It can be expensive when you first invest in software and equipment.

ii) Older or less-skilled employees who are used to manual methods might find it difficult to operate and adjust to automation system.

* **Virtual Office**:- A virtual office is a business location that exists only in cyberspace .it allow business owners and employees to work from any location by using Technology. Example-Video Conferencing.
* **Advantage:**-The advantage of virtual office is given below as:-

i. It is good for the environment.

ii. You save the time on communicate.

iii. You save the money.

iv. Employee are more relaxed.

v. More employee can work the office.

* **Disadvantage:**-The disadvantage of virtual office is given below as:-

i. Compromises speed & quality.

ii. Employee misses out an opportunities.

iii. Employees may feel lonely.

iv. Mis communication spring up.