

[Dashboard](#) / [My courses](#) / [CSM 482](#) / [General](#) / [DUMMY CSM482 QUIZ](#)

Started on	Tuesday, 16 June 2020, 1:06 PM
State	Finished
Completed on	Tuesday, 16 June 2020, 1:16 PM
Time taken	10 mins
Grade	6.0 out of 10.0 (60%)

Question **1**
Complete
Mark 0.0 out of 1.0

Most organizations view cross-functional enterprise systems as a strategic way _____. I. to use IT to share information resources and improve the efficiency and effectiveness of business processes II. to develop strategic relationships with customers, suppliers, and business partners III. to enhance communication, coordination, and collaboration among the members of business teams and workgroups

- Select one:
- ☐ a. I, II & III
 - ☒ b. II & III only
 - ☐ c. I & III only
 - ☐ d. I only
 - ☐ e. I & II only

Question **2**
Complete
Mark 1.0 out of 1.0

Using mobile computing networks to support salespeople in the field is known as _____.

- Select one:
- ☒ a. Sales force automation
 - ☐ b. Online transaction processing
 - ☐ c. Order processing
 - ☐ d. Mobile commerce
 - ☐ e. Supply chain management

Question **3**
Complete
Mark 1.0 out of 1.0

In the value chain conceptual framework, the following processes are primary processes? I. Human Resource Management II. Procurement of resources III. Customer Service IV. Marketing and Sales

- Select one:
- ☐ a. II and IV only
 - ☐ b. III only
 - ☐ c. II and III only
 - ☒ d. III and IV only
 - ☐ e. I and II only

Question **4**
Complete
Mark 0.0 out of 1.0

EDI involves the electronic exchange of business transaction documents/details such as _____. I. Credit card information II. Purchase orders III. Request for Quote IV. Bank accounts details

- Select one:
- ☐ a. I & III only
 - ☐ b. I, II & III only
 - ☐ c. III only
 - ☒ d. I, II & IV only
 - ☐ e. II & III only

Question **5**

Complete

Mark 0.0 out of 1.0

The network of business entities, relationships, and processes that are needed to design, build, and sell a product is called a _____

Select one:

- ☒ a. partner relationship management
- ☐ b. supply chain
- ☐ c. information system
- ☐ d. knowledge management system
- ☐ e. network

Question **6**

Complete

Mark 1.0 out of 1.0

Which component of the CRM software helps customer service managers create, assign, and manage requests for service by customers?

Select one:

- ☐ a. Sales
- ☐ b. Retention and loyalty programs
- ☒ c. Customer Service and Support
- ☐ d. Marketing and Fulfillment
- ☐ e. Human Resource

Question **7**

Complete

Mark 0.0 out of 1.0

_____ companies typically form virtual workgroups and alliances with business partners that are interlinked by the Internet, intranets, and extranets.

Select one:

- ☒ a. Interenterprise
- ☐ b. Alliance
- ☐ c. Agile
- ☐ d. Knowledge creating
- ☐ e. Virtual

Question **8**

Complete

Mark 1.0 out of 1.0

The ERP software suit will typically support I. Capacity planning II. Sales analysis III. Personnel requirement IV. Marketing and Fulfillment

Select one:

- ☐ a. II & IV only
- ☐ b. II only
- ☐ c. I & III only
- ☐ d. I, III & IV only
- ☒ e. I, II & III only

Question **9**

Complete

Mark 1.0 out of 1.0

A company can use the Internet to

I. Create a website for interactive marketing and electronic commerce.

II. Hold desktop videoconferences with their partners.

III. Create Intranet links with its employees in remote offices for interactive communication, collaboration and computing.

Select one:

- ☐ a. I & III only
- ☐ b. I & II only
- ☐ c. II & III only
- ☒ d. I, II & III
- ☐ e. II only

Question **10**

Complete

Mark 1.0 out of 1.0

Management accounting systems emphasize _____. I. Projected financial statements II. Development of financial budgets III. Analytical reports

Select one:

- ☐ a. II & III only
- ☐ b. I & III only
- ☐ c. I & II only
- ☒ d. I, II & III only
- ☐ e. III only

Jump to...

[MAIN QUIZ ►](#)