# E-Business
## Assignment- Week 3
### TYPE OF QUESTION:  MCQ/MSQ

**Number of questions: 10**                                    **Total marks: 10 * 2 = 20**

**QUESTION 1:**

Who of the following stakeholders of a company is not supposed to have access to enterprise information portal
   a. Managers
   b. Supervisors
   **c. Government**
   d. Clerks

**Correct Answer: c**
**Explanation: Slide 4**

**QUESTION 2:**

Which of the following activities can occur only in the context of e-procurement, but does not exist in the traditional procurement process?
   a. Data aggregation
   b. Catalog buying
   c. Approval workflow automation
   **d. All of the above occur in the context of e-procurement**

**Correct Answer: d**
**Explanation: Slide 27-28**

**QUESTION 3:**

Which of the following is not an e-procurement model.
   a. E-Procurement software
   b. Internet market exchanges
   c. Internet B2B auctions

**d. Internet C2B auctions**

**Correct Answer: d**

**Explanation: Slide 29**

## QUESTION 4:

During spend analysis an integrated view of all the relevant data from different sources are aggregated for report generation. This process if called

    a. Data Cleansing

    b. Data Scrubbing

    **c. Data Warehousing**

    d. Data Analytics

**Correct Answer: c**

**Explanation: Slide 36**

## QUESTION 5:

Minimum typical evaluations to consider in a supplier scorecard is

    a. Quality of the product supplied

    b. Maintenance service quality during warranty period

    c. Timeliness of Delivery

    **d. All of the above**

**Correct Answer: d**

**Explanation: Slide**

## QUESTION 6:

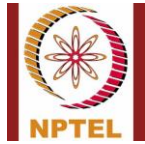Legal documents containing the price of the items to be procured and other terms and conditions is called

    a. Bill of materials

    **b. Contracts**

    c. Quotations

    d. Letter of credit

**Correct Answer: b**

**Explanation: Slide**

## QUESTION 7:

What is purchase solicitation?

a. The process of conducting the reverse auction through a third party.
b. **The process of seeking information, proposals, and quotations from suppliers**
c. The process of requisition generation and communication with the purchase department
d. The process of supplier management and score card generation

**Correct Answer: b**
**Explanation: Slide: 42**

## QUESTION 8:

Which of the following is an example of external business risk while adopting e-procurement.
a. Deteriorating buyer-supplier relationship
b. Technical failure to connect with supplier driven e-catalogue
c. Ensuring investment from the suppliers in compatible e-procurement technologies
d. **All of the above indicate external business risk**

**Correct Answer: d**
**Explanation: Slide 48**

## QUESTION 9:

E-procurement initiatives by any organization may hamper buyer-supplier relationship. This is kind of
a. Internal business risks
b. **External business risks**
c. Technology risks
d. Process risks

**Correct Answer: b**
**Explanation: Slide 62**

## QUESTION 10:

Which of the following is a solution to provide solution for "Customer Service and Support" in
a. Call center software
b. Help desk software
c. Web-based self-service
d. All of the above

**Correct Answer: d**

**Explanation: Slide 76**

**QUESTION 11:**

Allows greater responsiveness to customer needs through sourcing of products and services outside of the enterprise, enabling easy collaboration with customers, suppliers, and partners, and thereby improves efficiency and integration throughout the supply chain is called _____ Customer Relationship Management(CRM).

    **a. Collaborative CRM**
    b. Operational CRM
    c. Analytical CRM
    d. General CRM

**Correct Answer: a**
**Explanation: Slide 82**

**QUESTION 12:**

What is a customer touchpoint?
    **a. Any communication channel through which the customer can connect**
    b. Call centers to answer customer queries
    c. Web based customer support system
    d. Toll free numbers for connecting with the call center

**Correct Answer: a**
**Explanation: Slide 71**

**QUESTION 13:**

Investments needed for technological integration of e-procurement systems with the existing information infrastructure of a company, and the uncertainties associated with them can be termed as _____.
    a. External business risk
    **b. Internal business risk**
    c. Technical risk
    d. Process risk

**Correct Answer: b**

**Explanation: Slide 61**


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