DECEMBER 2022 **P/ID 78004/RMBS3**

Time : Three hours Maximum : 80 marks

SECTION A — (10 × 2 = 20 marks)

Answer any TEN questions in 50 words each.

1. Define the term 'Software".

2. What do you understand by "cryptography"?

3. Explain "HTML".

4. Write the features of "e-commerce".

5. Define "CRM".

6. How the knowledge management can be defined?

7. Define the term "Supply chain management".

8. What do you understand by "e-marketing"?

9. Define "cyber law".

10. What are the functions of Interpol? Explain any two.

11. Write any two online financial services with their functions.

12. Define the term warranty.

SECTION B — (5 × 6 = 30 marks)

Answer any FIVE questions in 250 words each.

13. Explain the role of web designer in an e-business system.

14. Write shot notes on

(a) OALP

(b) Data mining

15. As a web designer while designing a website for service sector and write down the factors to be consider in designing.

16. Distinguish between e-commerce in service industry with e-commerce in production industry.

17. Write an essay about Supply chain management.

18. Write about the role of cyber laws in protecting customers from cybercrimes.

19. Logistics is easy nowadays with the help of e-commerce – Discuss.

SECTION C — (3 × 10 = 30 marks)

Answer any THREE questions in 500 words each.

20. What are the customer interface technologies available? Explain about any five with your choice.

21. CRM is essential though it is a service sector or industrial sector- Justify your answer with proper example.

22. Illustrate the role of e-commerce in quarantine time due to COVID-19.

23. Elucidate about the role of law in E-commerce and e-business.

24. E-commerce is a boom to modern world, say Yes or No – Justify your answer with proper example.

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