

This question paper contains 2 printed pages]

**AA—46—2019**

**FACULTY OF COMPUTER SCIENCE**

**B.Sc. (Sixth Semester) EXAMINATION**

**OCTOBER/NOVEMBER, 2019**

**(Revised Course)**

**COMPUTER SCIENCE**

**(Business Applications)**

**(Friday, 22-11-2019)**

**Time : 10.00 a.m. to 1.00 p.m.**

*Time—3 Hours*

*Maximum Marks—80*

- N.B. :—*
- (i) All questions are compulsory.
  - (ii) Figures to the right indicate full marks.
  - (iii) Assume data, if required.

1. Attempt the following : 20
  - (a) Explain BPOs.
  - (b) Explain customer enquiry.
  - (c) Explain E-banking.
  - (d) Explain Quotation.
2. (a) What is customer order ? Explain pending customer order. 8  
(b) Explain employee appraisal in detail. 7

*Or*

  - (a) Explain leave accounting and payroll. 8
  - (b) Explain customer product types. 7
3. (a) Write a case study on HRM. 8  
(b) Explain material resource planning. 7

P.T.O.

Or

- (a) Explain biometric device and its scope and application. 8
- (b) What is ATM ? Explain its application. 7
4. (a) What is ERP ? Explain different modules of ERP. 8
- (b) Explain CRM in detail. 7
- Or
- (a) Explain procedure to issue cheque book for saving A/c. 8
- (b) Write a case study on sales analysis. 7
5. Write short notes on (any *three*) : 15
- (a) Recruitment
- (b) Call center
- (c) ICPOs
- (d) Customer
- (e) Six sigma.