2:30 hrs 1. Draw Diagram wherever necessary. Note:-2. All questions are compulsory Q.1[a]State True or False. [Any 8] [8] i. FV function in excel calculates the future value of an investment with a variable interest rate. ii. Pivot table provides summarized data. iii. Ms- Access is a example of RDBMS. iv. CAPA is a ERP software. CRM consist of modules that are integrated with each other. V. Credit card consists of embedded microprocessor. vi. vii. Banks charge customers for online bill payment. ECS debit enables payment of amounts towards distribution of dividend, viii. salary etc, of the user institution. xi. It is possible to open FD account online. Foreign key is used to avoid duplicate records in table. X. Define the following terms.[any 7] Q.1[b][7] 1. EDI 2. SaaSERP 3. **DBMS** 4. PV 5. **CRM** 6. **EFT** 7. Credit cards **VLOOKUP** 9. E-banking 10 **ATM** Explain lookup functions in detail. Q.2[a][8] [b] What are Macros? Write steps for creating and recording macros. [7] OR Q.2[a]Explain any 4 financial functions. [8] Write steps for inserting and modifying excel worksheet in word document. [b] [7]

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Q.3[a]		with the help of example what are entities, Fields, tuples and primary	[8]
	key.	- To Manager And	
[b]	Define I	E-banking. Explain its various services.	[7]
OR			
Q.3[a]	Write in	short about objects in MS- Access.	[8]
[b]	Write about three working groups constituted by RBI for internet banking.		[7]
Q.4[a]	Explain ERP in detail.		[8]
[b]	Explain what are CRM software.		[7]
OR			
Q.4[a]	Explain ECS in detail.		[8]
[b]	Explain Supply chain management in detail.		[7]
Q.5	Write short notes on: [any 3]		[15]
	i.	Core banking	
	ii.	Online Trading in India.	
	iii.	Advantages of Databases.	
	iv.	Concepts of Keys in Databases	
	37	Benefits of FRP	