E-COMMERCE -16UCO621

K1 LEVEL QUESTIONS

UNIT-I

1: By electronic commerce we mean that

a. Commerce of electronic goods
b. b. commerce which depends on electronics
c. Commerce which is based on the use of internet
d. d. commerce which is based on transaction using computers

2**:** E-commerce refers to paperless exchange of business information using

a. electronic data interchange b. electronic mail c. bulletin boards d. **all the above**

3: B2C commerce is

a. includes services such as legal advice
b. means only shopping for physical goods
c. means only customers should approach customers to sell
d. means only customers should approach business to buy

4: Today the largest electronic commerce is

a. **B2B** b. B2E c. P2P d. all the above

5: EDI is an early form of

a. traditional commerce b. digital commerce c. **e-commerce** d. mobile commerce

6: Electronic data interchange is necessary in

a. B2C b. C2C **c**. **B2B** d. commerce using internet

7: EDI stands for

a. Electric data interface b**. electronic data interchange** c. electronic data interface d. none of these

8: EDI standards are

a. Not universally available **b. essential for B2B commerce** c. not required for B2B commerce d. still being evolved

9: EDI requires

a. Representation of common business documents in computer readable forms
b. Data entry operators by receivers
c. Special value added networks
d. Special hardware at co-operating business premises

10: For secure EDI transmission on internet

a. MIME is used **b. S/MIME is used** c. PGP is used d. TCP/IP is used

UNIT-II

1. By encryption of a text we mean

a. Compressing it b. expanding it **c. scrambling it** d. hashing it

2. Encryption can be done

a. Only on textual data b. only on ASII coded data **c. on any bit string** d. only on mnemonic data

3. In electronic cash payment

a. A debit card payment system is used
b. **A customer buys several electronic coins which are digitally signed by coin used issuing bank**
c. A credit card payment system is used
d. RSA cryptography is used in the transaction

4. Which is much helpful to do business beyond cultural and national boundaries?

a. **E-commerce** b. traditional commerce c. mobile commerce d. retailing

5. Which is not a feature of e-commerce?

a. Universal standard b. global reach c. ample information d. **retailing**

6. Electronic exchange of business documents in a standard format is known as

a. E-commerce b. e-business c. **EDI** d. none of these

7. Both buyer and sellers actively participate and exchange product services in

a. SCM b. EDI c. E-commerce d. **traditional commerce**

8. Bargaining is possible only in

a. **Traditional commerce** b. e-commerce c. m-commerce d. none of these

9. In e- commerce they cannot explore the stores shelves and product space. They can only search a

a. Electronic items b. specific copy c**. digital catalogue** d. none

10. E-commerce refers to

a. Direct buying b. retailing c. SCM d. **online transaction**

UNIT-III

1. E-commerce firms _____ large inventory

a. **Need not stock** b. need stock c. need to stock d. none of these

2. Which of the following are not drawbacks of public B2B exchanges?

a. Lack of customization b. limited participants c. **customers satisfaction** d. none

3: _____ e-commerce s conducted between two separate business and has been in effect for many years

a. **B2B** b. C2C c. P2P d.B2C

4. The Sale of products or services from a business to general public is

a. **B2C** b. B2B c. B2G d. B2E

5. 20north.com and flipkart.com are an example for

a. B2B b. B2E c. B2G d. **B2C**

6. Which are not the benefits of B2C e- commerce?

a. Lower marketing cost b. lower order processing cost c. better customer service d. **narrow market**

7. An online auction is an example of

a. B2B b. **C2C** c. B2C d. none of these

8. _______ refers to supply of goods and services for online government procurement

a. C2C b. **B2G** c. B2E d. B2B

9. ______ is sometimes called intra- business e-commerce

a. **B2E** b. B2G c. B2B d. C2C

10. Which commerce model permits mobile access?

a. E-commerce b. **mobile commerce** c. traditional commerce d. none of these

UNIT-IV

1. Which of the following is the reason for the failure of e- commerce?

a. Poor management b. high cost c. poor planning d. **all the above**

2. The cybercrime related to monitoring data flow between shoppers computers and e-commerce website

a. Spoofing b. **hacking** c. sniffing d. phishing

3. Secret key is used in

a. Public key cryptography b. **symmetric cryptography** c. asymmetric cryptography d. none

4. This type of electronic payments system is highly useful to those customers who would like to control over spending

a. Postpaid payment system b. **prepaid payments system** c. spot payments system d. none

5. This type of card includes an embedded ICC

a. Credit card b. debit card c. e-cash d. **smart card**

6. ATM card is a

a. Credit card b. **debit card** c. e-cash d. smart card

7. This is a financial instrument which can be used more than once to borrow money or product or credit

a. **Credit card** b. debit card c. e-cash d. none of these

8. Which is defined as a financial exchange that takes place online between buyers and sellers?

a. **E-payment** b. prepaid payments c. postpaid payments d. none of these

9. All credit cards are

a. Smart cash b. **postpaid cards** c. e-cash d. none

10. A popular example of e-wallets is

a. **Microsoft wallets** b. mega soft wallets c. penta soft wallets d. none of these

UNIT-V

1. Prepaid or real time tokens are exchanged between

a. Banker and applicant b. payer and drawer c. **buyer and seller** d. all the above

2. The two types of credit cards today namely credit cards issued by credit card companies

a. **Master card, visa** b. smart card, credit card c. debit card, e-cash d. none

3. Which of the following is not related to surety mechanism?

a. Encryption b. decryption c. **e-cash** d. all the above

4. An electronic cheque is one form of what?

a. E-commerce b. online banking c. **e-cash** d. cheque

5. A digital signature is

a. Scanned signature b. signature in binary form c. **encrypting information** d. hand written signature

6. Set of independent electronic stores can be generally labeled as

a. **Electronic shopping mall** b. electronic wallet c. electronic stores d. none

7. Digital cash has following characteristic

a. Anonymity b. security c. confidentiality d. **all the above**

8. Which is not a function of e-commerce?

a. Marketing b. advertising c**. warehousing** d. all the above

9. The solution for all business is

a. EDI b. **ERP** c. SCM d. none

10. Which type of products is lesser purchased using e- commerce

a. **Automobiles** b. books c. software d. none

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K2 LEVEL QUESTIONS

UNIT-I

1. Define E-Commerce.

Ecommerce, also known as electronic commerce or internet commerce, refers to the buying and selling of goods or services using the internet, and the transfer of money and data to execute these transactions.

2. What are the needs of e-commerce?

E-Business helps in Cost Reduction, E-Business helps in Customer satisfaction, E-Business helps to acquire Just-In-Time Information, E-Business helps in Transaction Efficiency, Ease of Access to Global Market through E-Business.

3. List the objectives of e-commerce.

- **To reach out to a larger audience.**
- **To keep the virtual shop open**
- **To ensure one needs not to maintain the whole stock of products in most cases.**
- **To build brands more quickly**
- **To allow easy diversification of brands**
- **To reduce cost of trading**

4. Tell any two advantages of e-commerce.

- **Speed up the buying process and save time for customers,**
- **Quick and affordable marketing**

5. Recall the disadvantages of e-commerce.

- **Lack of personal touch**
- **Unsure about the quality**

6. What you mean by traditional commerce?

Traditional commerce is a branch of business which focuses on the exchange of products and services, and includes all those activities which encourages exchange, in some way or the other.

7. What are the components of e-commerce?

- **Suppliers and supply chain management**

- **Warehouse operations**
- **Shipping and returns**
- **Client Relationship Management (CRM) – software and policies**
- **Ecommerce catalogue and product display**
- **Marketing and loyalty programs**

8. Define m-commerce.

Definition: M-Commerce also called as Mobile Commerce involves the online transactions through the wireless handheld devices such as mobile phone, laptop, palmtop, tablet, or any other personal digital assistant.

9. Who are the participants of B2C?

- **Business peoples**
- **Customers**

10. What is called C2C?

Consumer to consumer, or C2C, is the business model that facilitates commerce between private individuals.

UNIT-II

1. Discuss the example of B2B.

eWorld Trade is a new online B2B site that has been growing fast and is creating a new and improved way for the buyers and sellers to reach each other.

2. List out the business models of e-commerce.

- **E-Commerce - Business Models**
- **Business - to - Business (B2B)**
- **Business - to - Consumer (B2C)**
- **Consumer - to - Consumer (C2C)**
- **Consumer - to - Business (C2B)**
- **Business - to - Government (B2G)**
- **Government - to - Business (G2B)**
- **Government - to - Citizen (G2C)**

3. Describe the applications of e-commerce

- **Online marketing and purchasing**
- **Retail and wholesale**
- **Finance**
- **Manufacturing**
- **Online Auction**

- **E-Banking**
- **Online publishing**
- **Online booking (ticket, seat.etc)**

4. Discuss any two advantages of m-commerce.

Convenient to use, wide reach, low carrying cost and low order processing cost as well.

5. Tell any two disadvantages of m-commerce.

Very expensive, It is not most suitable for data transfer, then there is the issue of security.

6. Define EDI.

Electronic Data Interchange (EDI) is the electronic interchange of business information using a standardized format; a process which allows one company to send information to another company electronically rather than with paper.

7. What are the objectives of EDI?

- **To reduce the cost of transaction**
- **To make the transaction efficiently**
- **Speed transaction**
- **To provide best service**

8. Discuss the bottlenecks of EDI.

- **Expensive**
- **Initial setup is time consuming**
- **EDI standard changes**
- **System electronic protection**
- **Staff training cost**

9. What are the components of m-commerce?

(i) mobile commerce applications, (ii) mobile stations, (iii) mobile middleware, (iv) wireless networks, (v) wired networks, and (vi) host computers.

10. What are the components of EDI?

- **Standard document format**
- **Translator and map**
- **Communication software**
- **Communication network**

UNIT-III

1. Define EPS.

The definition of an electronic payment system is a way of paying for a goods or services electronically, instead of using cash or a check, in person or by mail.

2. Describe the types of e-payments.

- **Credit Card**
- **Debit Card**
- **Smart Card**
- **E-Wallet**
- **Net-banking**
- **Mobile Payment**

3. Name some credit card regulator.

Credit card, debit card, Rupay card, master card, visa card etc..

4. What you mean by debit card?

Debit card- A card allowing the holder to transfer money electronically from their bank account when making a purchase.

5. Find the major difference between credit and debit card.

A debit card takes it from your banking account and a credit card charges it to your line of credit.

6. What are the examples of electronic wallets?

- **PayTM**
- **Amazon Pay**
- **Google Pay (formerly known as Tez)**
- **PhonePe (now part of Flipkart)**
- **Yono by SBI**

7. What you mean by mobile banking?

Mobile banking refers to the use of a Smartphone or other cellular device to perform online banking tasks while away from your home computer, such as monitoring account balances, transferring funds between accounts, bill payment and locating an ATM.

8. What is mobile ticketing?

Mobile ticketing is the process whereby customers can order, pay for, obtain and/or validate tickets using mobile phones, without the need of a physical ticket. A mobile ticket contains unique ticket verification.

9. Define e-cash.

Electronic cash means financial transactions conducted in cyberspace via computer networks.

10. What is called e-cheque?

An electronic cheque, also referred to as an e- cheque, is a form of payment made via the internet, or other data network, designed to perform the same function as a conventional paper cheque.

UNIT-IV

1. What is electronic token?

The electronic tokens are generated by the bank or some financial institutions. It means that for transactions of information user pay in advance.

2. Discuss the risk associated with electronic payments.

- **Tax Evasion**
- **Fraud**
- **Impulse Buying**
- **Payment Conflict**

3. Why most of the business concerns used B2B e-commerce model?

- **Market Predictability**
- **Better Sales**
- **Lower Costs**
- **Data Centric Process**

4. What you mean by cyber law?

Cyber law otherwise known as “internet law” is the area of law that regulates how people use the internet.

5. List out the e-commerce security tools.

- **Install Encrypted Connections**
- **Comply With PCI Regulations**
- **Monitor Your Site Regularly**
- **Check For Viruses & Malware**
- **Put Up Card Verification Systems**

- **Put Up Passwords**
- **Comprehensive Firewalls**

6. Define biometric system.

Biometric verification is any means by which a person can be uniquely identified by evaluating one or more distinguishing biological traits. Unique identifiers include fingerprints, hand geometry.

7. What is the use of web hosting model?

A web host, or web hosting service provider, is a business that provides the technologies and services needed for the website or webpage to be viewed in the Internet.

8. What is digital certificate?

A Digital Certificate is an electronic "password" that allows a person, organizaion to exchange data securely over the Internet using the public key infrastructure (PKI). Digital Certificate is also known as a public key certificate or identity certificate.

9. Define encryption.

The process of converting information or data into a code, especially to prevent unauthorized access.

10. Name any two encryption techniques.

- **Advanced Encryption Standard**
- **Triple Data Encryption Standard**
- **Two-fish is a symmetric block cipher**

UNIT-V

1. What is authentication?

Electronic authentication is the process of establishing confidence in user identities electronically presented to an information system.

2. What is digital signature?

A digital code (generated and authenticated by public key encryption) which is attached to an electronically transmitted document to verify its contents and the sender's identity

3. Define firewall.

A firewall is a network security device that monitors incoming and outgoing network traffic and decides whether to allow or block specific traffic based on a defined set of security rules.

4. What is a micro payment?

A micropayment is an e-commerce transaction involving a very small sum of money in exchange for something made available online, such as an application download, a service or Web-based content.

5. What is an e-wallet?

E-wallet is a type of electronic card which is used for transactions made online through a computer or a smart phone. Its utility is same as a credit or debit card. An E-wallet needs to be linked with the individual's bank account to make payments.

6. Name any two authentication protocols in m-commerce.

An authentication protocol is a type of computer communications protocol or cryptographic protocol specifically designed for transfer of authentication data between two entities.

PAP - Password Authentication Protocol
EAP - Extensible Authentication Protocol
CHAP - Challenge-handshake authentication protocol

7. What is the expansion of WWW?

WWW-World Wilde Web

8. What is the expansion of TCP, IP?

TCP/IP-Transmission Control Protocol/Internet Protocol

9. What is a consumer payment?

Installment credit is used for a specific purpose, for a defined amount and for a specific period. Payments are usually the same amount each month.

10. What is a business payment?

A payment is the trade of value from one party (such as a person or company) to another for goods, or services, or to fulfill a legal obligation. ... The most common means of payment involve use of money, cheque, or debit, credit or bank transfers.

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K3 LEVEL QUESTIONS

UNIT-I

1. Write a short note on e-commerce.

2. Differentiate e-commerce and e-business.

3. What are the features of e-commerce?

4. Explain the nature of e-commerce.

5. Discuss the objectives of e-commerce.

6. Explain the needs of e-commerce.

7. List out the types of e-commerce.

8. Describe the benefits of e-commerce to customer.

9. Explain the risk associated with e-commerce.

10. Explain the benefits of e-commerce to business peoples.

UNIT-II

1. What are the advantages of m-commerce?

2. Describe the disadvantages of m-commerce.

3. Write the major activities of B2B model in e-commerce.

4. Explain the merits of EDI.

5. Discuss the demerits of EDI.

6. Write a note on B2B and B2C.

7. What are the applications of e-commerce?

8. What are the applications of m-commerce?

9. Write a note on C2B and C2C.

10. What are the components of m-commerce?

UNIT-III

1. What are the components of EDI?

2. State the objectives of EDI.

3. Explain the bottlenecks of EDI.

4. Write a short note on EPS.

5. Discuss the importance of EDI.

6. What are the applications of EDI?

7. State the benefits of EDI.

8. Explain the layered structure of EDI.

9. What are the functions of EDI?

10. State the reason for using EPS.

UNIT-IV

1. Why do we need smart card? Discuss.

2. Name any three mobile payment models. Discuss with example.

3. What are the risks involved in Mobile payment system?

4. What are the advantages of EPS?

5. What are the disadvantages of EPS?

6. Explain the functions of EPS.

7. Differentiate e-cash and e-cheque.

8. Write a note on e-cheque.

9. Briefly explain the token based payment system.

10. Explain the benefits of smart card payment system.

UNIT-V

1. What are the security issues of e-commerce?

2. What is biometric system? Explain with example.

3. Write a note on ethical issues.

4. Write a note on political issues.

5. Write a note on Social issues.

6. What are the security requirements for using online e-cash services?

7. What are internet security services? Explain each one with an example.

8. Write a note on data encryption.

9. What are the things that a firewall can do? And cannot do?

10. What are the different types of security problems in e-commerce?

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K4 LEVEL QUESTIONS

UNIT-I

1. Discuss the advantages and disadvantages of e-commerce.
2. How does e-commerce differ from traditional commerce?
3. Explain in detail about the framework of e-commerce
4. What are the components of e-commerce? Explain in detail.
5. Explain the steps involved in selling of a product through online?

UNIT-II

1. Explain the advantages and disadvantages of M-commerce.
2. What are the components of M-commerce?
3. Briefly explain the B2B, B2C and C2B business model of e-commerce with suitable example.
4. Briefly explain the C2C and C2G business model of e-commerce with suitable example.
5. What are the difference between e-commerce and m-commerce?

UNIT-III

1. Explain in detail about the evolution of EDI.
2. Explain the different standard formats of an EDI.
3. What are the characteristics of internet based EDI?
4. What is EDI? Explain how business transaction takes place in EDI.
5. What is the difference between EDI provided by a VAN and EDI delivered over the Internet?

UNIT-IV

1. What is e-payment? Why e-payment is needed for e-business?
2. Briefly explain the various types of EPS.
3. Explain the advantages and disadvantages of EPS.
4. Explain the advantages and disadvantages of EDI.
5. What is core banking solution? Explain its advantages.

UNIT-V

1. Explain the security tools used in e-commerce.
2. What is cyber law? Explain the role of cyber law in e-commerce.
3. Discuss about client server network security.
4. Discuss the security and privacy issues relating to electronic cash.
5. Discuss the social, ethical and political issues of e-commerce.