

Business Computer Applications Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Table of Contents

Copyright 1

Table of Contents 2

Introduction 3

How to Use This Guide 4

Questions 5

Answers 9

Explanations 11

Next Steps 17

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. A platform that supports and coordinates finance, HR, production, logistics, CRM, and sales typically uses what software?**
 - A. Cloud CRM**
 - B. Human Resource Information System**
 - C. Enterprise Resource Planning software**
 - D. Business Intelligence Suite**

- 2. If a marketing manager wants to know if increasing the advertising budget on social media will result in a higher return-on-investment, a DSS could determine how much increase would result in the desired sales increase. This is a simple example that illustrates how a DSS is a form of ____.**
 - A. data mining**
 - B. machine learning**
 - C. artificial intelligence**
 - D. neural networks**

- 3. Which small-business accounting solution is cited as targeting smaller firms?**
 - A. Sage 50**
 - B. Wave Accounting**
 - C. FreshBooks**
 - D. QuickBooks**

- 4. Which of the following is NOT one of the software systems associated with Intuit to create the QuickBooks-integrated suite?**
 - A. Mammoth/ThinkHR**
 - B. PayCycle**
 - C. TurboTax**
 - D. Innovative Merchant Solutions**

- 5. ERP roll up information into one dashboard to provide what?**
- A. Department-level reports**
 - B. Business intelligence at a high level**
 - C. External market data**
 - D. Personal schedules**
- 6. Which business computer application system typically begins by collecting customer information such as email, telephone, and social media data, and then combines this with information regarding the customer's buying habits, so that the management team can better anticipate customer desires?**
- A. Customer Relationship Management (CRM) System**
 - B. Enterprise Resource Planning (ERP) System**
 - C. Supply Chain Management (SCM) System**
 - D. Decision Support System (DSS)**
- 7. Circling or otherwise highlighting items of interest and notating or requesting additional information or explanation provides senior executives with the ability to efficiently communicate throughout the executive's area of responsibility. This is a key element of which business application?**
- A. EIS**
 - B. ERP**
 - C. CRM**
 - D. MIS**
- 8. A key attribute of this software is its ability to integrate status reports of multiple logistics reporting software products, providing the manager with increased visibility from a single dashboard.**
- A. Enterprise resource planning (ERP) apps**
 - B. Customer relationship management (CRM) apps**
 - C. Supply chain management (SCM) apps**
 - D. Business intelligence (BI) apps**

9. One of the largest suppliers of supply chain management and enterprise resource planning software is SAP, based in Walldorf, Germany. SAP stands for Systems, __ and Products in Data Processing.

- A. Applications**
- B. Systems**
- C. Data**
- D. Processing**

10. Enterprise Resource __ systems complete the ERP acronym; what word fills the blank?

- A. Processing**
- B. Planning**
- C. Performance**
- D. Programming**

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Answers

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1. C
2. C
3. D
4. C
5. B
6. A
7. A
8. C
9. A
10. B

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Explanations

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1. A platform that supports and coordinates finance, HR, production, logistics, CRM, and sales typically uses what software?

A. Cloud CRM

B. Human Resource Information System

C. Enterprise Resource Planning software

D. Business Intelligence Suite

Coordinating and integrating core business processes across multiple departments requires an enterprise-wide system that unifies data and workflows. ERP software is designed for this purpose, providing modules that cover finance, human resources, production, logistics, CRM, and sales within a single platform. This creates real-time visibility across the organization, standardizes processes, and eliminates data silos, so teams can collaborate more efficiently and make informed decisions. Cloud CRM focuses mainly on managing customer interactions and sales pipelines, not the full range of internal operations. HRIS handles human resources activities like payroll and benefits but doesn't manage production or supply chain. A Business Intelligence Suite offers analytics and reporting on data, but it doesn't itself run day-to-day transactional processes across the enterprise. That combination of breadth and integration is what makes ERP the best fit.

2. If a marketing manager wants to know if increasing the advertising budget on social media will result in a higher return-on-investment, a DSS could determine how much increase would result in the desired sales increase. This is a simple example that illustrates how a DSS is a form of ____.

A. data mining

B. machine learning

C. artificial intelligence

D. neural networks

Decision support systems are built to aid decision-makers by using data and models to analyze scenarios and suggest actions. In this example, the DSS would model how changes in social media advertising spend affect sales and ROI, and determine the amount of budget increase needed to achieve the desired sales rise. That capacity to reason about actions and predict outcomes represents artificial intelligence—the broad ability to emulate intelligent decision-making. While data mining, machine learning, and neural networks are related AI techniques, the emphasis here is on using the system to decide what action to take to reach a goal, which aligns with AI.

3. Which small-business accounting solution is cited as targeting smaller firms?

- A. Sage 50**
- B. Wave Accounting**
- C. FreshBooks**
- D. QuickBooks**

The main idea here is identifying a software that is specifically marketed to and well-suited for small businesses. QuickBooks fits that niche because it offers affordable, scalable plans and an easy setup that's practical for a small team. The online version provides cloud access, simple invoicing, expense tracking, bank reconciliation, and straightforward reports, all of which are essential for day-to-day small-business accounting. It also supports payroll and has a large ecosystem of add-ons, so a growing small firm can start simple and expand without switching systems. This combination—accessible pricing, ease of use, and growth options—makes it the go-to choice for smaller firms. Sage 50 tends to be more feature-rich and often targeted toward slightly larger or more complex operations and can require more setup and maintenance. Wave offers a free, basics-focused option that's ideal for very small or startup businesses but lacks depth for more comprehensive accounting needs. FreshBooks is popular with freelancers and service-based small teams for invoicing and time-tracking, but it doesn't provide the same breadth of accounting functionality as QuickBooks.

4. Which of the following is NOT one of the software systems associated with Intuit to create the QuickBooks-integrated suite?

- A. Mammoth/ThinkHR**
- B. PayCycle**
- C. TurboTax**
- D. Innovative Merchant Solutions**

Intuit's QuickBooks ecosystem expands through partner software that directly connects with QuickBooks to extend business operations like HR, payroll, and payments. Mammoth/ThinkHR provides HR resources and compliance tools, PayCycle handles payroll processing, and Innovative Merchant Solutions offers payment processing and related merchant services. TurboTax is a separate tax preparation tool, not designed to be part of the QuickBooks-integrated suite of operational extensions. So TurboTax isn't one of the software systems that compose that QuickBooks integration lineup.

5. ERP roll up information into one dashboard to provide what?

A. Department-level reports

B. Business intelligence at a high level

C. External market data

D. Personal schedules

Rolling up ERP data into one dashboard is about creating a high-level business intelligence view that spans the whole organization. ERP systems pull in data from modules like finance, supply chain, manufacturing, and HR, and a single dashboard distills that into key metrics, trends, and KPIs. This enables quick, informed decision-making at the top levels, since leaders can see overall performance, identify variances, and forecast needs in one place. It's not about department-by-department reports, external market data, or personal schedules, which don't represent the organization-wide performance picture.

6. Which business computer application system typically begins by collecting customer information such as email, telephone, and social media data, and then combines this with information regarding the customer's buying habits, so that the management team can better anticipate customer desires?

A. Customer Relationship Management (CRM) System

B. Enterprise Resource Planning (ERP) System

C. Supply Chain Management (SCM) System

D. Decision Support System (DSS)

This question tests recognizing a system focused on collecting and using customer data to predict needs. A Customer Relationship Management (CRM) system is designed to gather information from customers across channels—email, phone, social media—and combine it with buying history and preferences. That integrated view lets management understand patterns, anticipate what customers want, tailor marketing and sales efforts, and improve service and retention. The other options serve different purposes: an Enterprise Resource Planning system coordinates internal processes across the organization; a Supply Chain Management system concentrates on the flow of goods and information through suppliers and distributors; a Decision Support System helps analyze data to assist decisions but isn't defined by building comprehensive customer profiles to forecast desires.

7. Circling or otherwise highlighting items of interest and notating or requesting additional information or explanation provides senior executives with the ability to efficiently communicate throughout the executive's area of responsibility. This is a key element of which business application?

- A. EIS**
- B. ERP**
- C. CRM**
- D. MIS**

This item is about how executives access and use information to communicate quickly across their areas of responsibility. An Executive Information System is designed to give senior leaders concise, high-level views of organizational performance, often with dashboards that highlight key indicators and exceptions. The ability to circle items of interest, annotate, and request additional information fits with EIS features that support rapid interpretation of data and facilitate targeted communication and follow-up among executives. Compared with other systems, MIS serves middle management with routine reports for operations monitoring; ERP integrates core business processes across the organization; CRM focuses on managing customer relationships and sales activities. Those systems do not emphasize the executive-level view and streamlined communication across departments in the same way EIS does.

8. A key attribute of this software is its ability to integrate status reports of multiple logistics reporting software products, providing the manager with increased visibility from a single dashboard.

- A. Enterprise resource planning (ERP) apps**
- B. Customer relationship management (CRM) apps**
- C. Supply chain management (SCM) apps**
- D. Business intelligence (BI) apps**

End-to-end visibility across logistics operations through a single, integrated view is what this item is getting at. Supply chain management software is built to coordinate the movement of goods and information from suppliers to customers, and a core strength is pulling together status updates from multiple logistics tools into one dashboard. This lets a manager see real-time shipments, inventory, orders, and exceptions in one place, making it easier to spot delays, bottlenecks, and performance gaps and to act quickly. Other types of software don't focus on this cross-system logistics visibility in the same way. Customer relationship management concentrates on interactions with customers and sales processes. Business intelligence can provide dashboards and analysis across many data sources, but it isn't specifically about integrating and coordinating multiple logistics reporting tools to monitor the live supply chain. Enterprise resource planning covers a broad set of internal business processes, but the distinctive feature here—unified visibility across multiple logistics systems—is most characteristic of supply chain management software.

9. One of the largest suppliers of supply chain management and enterprise resource planning software is SAP, based in Walldorf, Germany. SAP stands for Systems, __ and Products in Data Processing.

A. Applications

B. Systems

C. Data

D. Processing

Think of SAP as an acronym built from three parts describing what the company provides: systems, applications, and products in data processing. The middle word should be Applications, because the phrase reads “Systems, Applications, and Products in Data Processing.” Applications fits between Systems and Products and reflects the software programs that run business functions. Data and Processing stay together in the final part of the name, not as separate options. Historically, SAP comes from the German name Systeme, Anwendungen und Produkte in der Datenverarbeitung, where Anwendungen means Applications.

10. Enterprise Resource __ systems complete the ERP acronym; what word fills the blank?

A. Processing

B. Planning

C. Performance

D. Programming

ERP stands for Enterprise Resource Planning. The idea being tested is recognizing what planning contributes to a system that ties together departments so resources—materials, people, and information—are coordinated to meet business goals. ERP systems integrate finance, HR, manufacturing, procurement, and supply chain processes to plan and manage these resources in one shared system. The word that completes the acronym is Planning because the essence of ERP is coordinating and scheduling resources across the enterprise. Processing would imply handling data, performance is a measure, and programming relates to writing software; none conveys the integrated, forward-looking coordination that planning captures.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://businesscompapps.examzify.com>

We wish you the very best on your exam journey. You've got this!

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