

Business Computer Applications Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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

- 2. Which of the following is commonly included as part of the EIS categories alongside HRM and Marketing?**
 - A. Supply Chain Management**
 - B. Operations Management**
 - C. Financial Management**
 - D. All of the Above**

- 3. Which company is known for its mobile card reader and is also a merchant service aggregator?**
 - A. PayPal**
 - B. Stripe**
 - C. Square**
 - D. Chase**

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

- 5. Which function best matches Marketing management in an EIS?**
 - A. Organizational processes and manufacturing**
 - B. Budgeting, revenue, expenses, asset management, debt, credit, and investments, and tax minimization.**
 - C. Customer Service Management**
 - D. Sales, Promotions, and CRM**

- 6. 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**
- 7. Operations management in an EIS is primarily concerned with which function?**
- A. Organizational processes and manufacturing**
 - B. Budgeting, Revenue, Expenses, Asset Management, Debt, Credit, and Investments, and Tax Minimization**
 - C. Sales, Promotions, and CRM**
 - D. Recruitment and Staffing**
- 8. Fund reversals such as returns or disputed credit card charges result in lost processing fees and interest for the acquiring bank. To process credit cards, smaller merchants typically use ____.**
- A. Credit card gateways**
 - B. Payment processors**
 - C. Acquiring banks**
 - D. Merchant service aggregators**
- 9. Small businesses often prefer to use QuickBooks, which targets smaller firms.**
- A. Xero**
 - B. QuickBooks**
 - C. Oracle Financials**
 - D. SAP Business One**

10. Which application suite uses advanced modeling to provide the required decision support system, executive information system (EIS) or business intelligence (BI) system, and seeks to coordinate all aspects of an organization?

- A. Enterprise Resource Planning software**
- B. Project Management Software**
- C. Customer Relationship Management**
- D. Data Warehousing**

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Answers

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

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Explanations

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1. Which of the following is NOT one of the software systems associated with Intuit to create the suite of products that integrate with QuickBooks?

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

This item tests which software isn't part of Intuit's QuickBooks integration suite. The QuickBooks ecosystem is built to extend business operations with tools for HR, payroll, and payments. Mammoth/ThinkHR provides HR functionality and syncs with QuickBooks data. PayCycle handles payroll processing and integrates with QuickBooks. Innovative Merchant Solutions processes payments and reconciles with QuickBooks. TurboTax, while an Intuit product, is a separate tax preparation program and isn't part of the QuickBooks-integrated set of business tools. It serves tax filing rather than extending QuickBooks' core business functions, so it doesn't belong to that suite.

2. Which of the following is commonly included as part of the EIS categories alongside HRM and Marketing?

- A. Supply Chain Management**
- B. Operations Management**
- C. Financial Management**
- D. All of the Above**

Executive Information Systems gather and display key data from multiple parts of the business to help high-level decision makers spot trends and make strategic choices. HRM and Marketing are common categories because people, talent, and market performance are critical at the top levels. But executives also need to see how the organization performs financially, how products and services flow through the supply chain, and how operations are running overall. Financial Management, Supply Chain Management, and Operations Management are typically included for this broad, cross-functional view. Since an EIS aims to provide a comprehensive snapshot across several major areas, the option that includes all of these categories best fits what EIS systems commonly cover.

3. Which company is known for its mobile card reader and is also a merchant service aggregator?

- A. PayPal**
- B. Stripe**
- C. Square**
- D. Chase**

A mobile card reader paired with a comprehensive merchant services platform. Square popularized a small card reader that plugs into a smartphone, turning any device into a portable point-of-sale for in-person sales. But what sets it apart is the full ecosystem that goes with it: payment processing, point-of-sale software, invoicing, analytics, and even financing options. That combination—hardware for mobile card acceptance plus a complete set of merchant services—makes it the best fit for the description. Other companies offer pieces of this mix. One provides mobile card reading and processing but isn't as focused on a broad merchant services suite. Another concentrates on online payments and developer tools rather than physical card readers. A traditional bank offers merchant services but isn't typically recognized for the iconic mobile card reader product. The standout pairing here is Square's integrated approach.

4. 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.

5. Which function best matches Marketing management in an EIS?

- A. Organizational processes and manufacturing**
- B. Budgeting, revenue, expenses, asset management, debt, credit, and investments, and tax minimization.**
- C. Customer Service Management**
- D. Sales, Promotions, and CRM**

Marketing management in an Executive Information System is about driving demand, running campaigns, and building relationships with customers. The best match is the function that covers Sales, Promotions, and CRM because it directly handles campaign management, sales enablement, and the use of customer data to target and nurture prospects and current customers. This alignment in an EIS lets executives view how marketing efforts translate into sales results and customer engagement, often through dashboards that track campaign performance and customer interactions. The other options pull focus away from marketing: one targets operations and production, another covers financial planning and accounting, and the last concentrates on post-sale service rather than initiating and managing marketing activities.

6. 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.

7. Operations management in an EIS is primarily concerned with which function?

- A. Organizational processes and manufacturing**
- B. Budgeting, Revenue, Expenses, Asset Management, Debt, Credit, and Investments, and Tax Minimization**
- C. Sales, Promotions, and CRM**
- D. Recruitment and Staffing**

The function being tested is how operations management is represented in an EIS. In this context, the focus is on how the organization runs its processes and produces its goods or services, tracking the efficiency and flow of operations. An EIS for operations management provides executives with high-level information on production schedules, capacity, bottlenecks, throughput, quality, and inventory—data that helps optimize how work moves through the organization and how resources are used. That's why **organizational processes and manufacturing** fit best: they capture the real-world activities that convert inputs into outputs, which operations management aims to streamline and improve. Other areas, like budgeting and financial management, marketing and CRM, or recruitment, relate to different functions and types of information systems, not the core focus of operations management in an EIS.

8. Fund reversals such as returns or disputed credit card charges result in lost processing fees and interest for the acquiring bank. To process credit cards, smaller merchants typically use ___.

- A. Credit card gateways**
- B. Payment processors**
- C. Acquiring banks**
- D. Merchant service aggregators**

When a small business starts taking card payments, it's often impractical to open and maintain a direct merchant account with a bank. A merchant service aggregator provides a one-stop setup that includes underwriting, the merchant account, the payment gateway, and processing, all under a single agreement. This arrangement makes it easy to accept cards quickly and handles the complexities of settlements, reversals, and chargebacks, with funds deposited to the merchant's account on a regular schedule. In contrast, a gateway is just the secure channel, a processor routes and authorizes transactions but still usually requires a separate merchant account with an acquiring bank, and the acquiring bank itself is the institution that holds that account. So for small merchants, the aggregator model is the practical, streamlined way to process credit cards.

9. Small businesses often prefer to use QuickBooks, which targets smaller firms.

A. Xero

B. QuickBooks

C. Oracle Financials

D. SAP Business One

Small businesses need accounting software that is affordable, easy to set up, and covers core tasks like invoicing, expense tracking, and basic payroll. QuickBooks fits that need perfectly and has long been the go-to option for small firms. It is designed with simplicity in mind, offers strong invoicing and banking features, and has scalable plans that fit growing small businesses, which is why many owners and bookkeepers prefer it. Other options exist, but they are typically more geared toward larger organizations or require more complex implementations. Oracle Financials is part of a large ERP suite aimed at substantial enterprises with complex processes. SAP Business One targets small to midsize companies but is broader and often more resource-intensive than QuickBooks. Xero is also a solid small-business solution, especially for cloud-based use, but the well-established association of QuickBooks with small firms makes it the most fitting choice for the statement.

10. Which application suite uses advanced modeling to provide the required decision support system, executive information system (EIS) or business intelligence (BI) system, and seeks to coordinate all aspects of an organization?

A. Enterprise Resource Planning software

B. Project Management Software

C. Customer Relationship Management

D. Data Warehousing

Coordinating all parts of an organization with an integrated software suite that supports decision making is what this item is about. Enterprise Resource Planning software does exactly that: it links finance, human resources, manufacturing, supply chain, procurement, and other functions into one system. It uses modeled data and analytics to help managers and executives with decision making, often providing executive dashboards and what-if analysis as part of its BI or EIS capabilities. Because everything shares a single data model, ERP enforces consistent data and processes across the enterprise, which is essential for coordinating activities across departments and locations. Data Warehousing, on the other hand, is primarily a data storage and analytics foundation rather than an all-encompassing system that runs day-to-day operations of every department; BI or EIS features can sit on top of it, but it doesn't coordinate the entire organization by itself. CRM focuses on customer interactions, and Project Management Software centers on individual projects rather than enterprise-wide coordination.

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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