

BUSINESS COMPUTER APPLICATIONS PRACTICE TEST (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

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THE FULL VERSION STUDY GUIDE**

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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 notation locks the column but not the row in a cell reference?**
 - A. \$A1
 - B. \$A\$1
 - C. A\$1
 - D. A1

- 2. In a manufacturing firm, executives' visibility over the processes turning raw materials into sale-ready goods is provided by which system?**
 - A. Accounting
 - B. Marketing
 - C. Operations management
 - D. Quality control

- 3. Which of the following is NOT a merchant service aggregator according to the material?**
 - A. Imprinter
 - B. Square
 - C. PayPal
 - D. Stripe

- 4. Select the three key functions of a CRM system.**
 - A. Marketing; Sales; Customer Service
 - B. Marketing; Sales
 - C. Customer Service; Logistics
 - D. Sales; Marketing; Analytics

- 5. Which statement about absolute and relative cell references is true in spreadsheet formulas?**
 - A. Absolute references lock a row and/or column to the original cell.
 - B. Relative references lock a row and/or column to the original cell.
 - C. Relative references do not change when copied.
 - D. Absolute references can change when copied to a new location.

- 6. In the PMT function syntax, which arguments are optional?**
- A. fv and type
 - B. rate
 - C. nper
 - D. pv
- 7. Which feature generates a table of contents from heading styles and can be updated automatically by updating fields?**
- A. A manual table of contents created by typing headings.
 - B. A table of contents that is fixed and cannot be updated.
 - C. A table of contents generated from plain text without headings.
 - D. Table of contents is generated from heading styles and can be updated automatically by updating fields.
- 8. What is the purpose of data validation in spreadsheets?**
- A. Data validation restricts input to allowed types or ranges.
 - B. Data validation encrypts cell contents.
 - C. Data validation automatically sorts the data.
 - D. Data validation creates charts from data.
- 9. How do you remove duplicate values in a dataset?**
- A. Data > Remove Duplicates
 - B. Data > Filter
 - C. Home > Clear
 - D. Insert > Chart
- 10. When scheduling a meeting using a calendar tool, which information should you include?**
- A. Only the date.
 - B. Only the attendees.
 - C. Date/Time, location or conferencing link, agenda, attendees, reminders, attachments.
 - D. Only the agenda.

Answers

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

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Explanations

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1. Which notation locks the column but not the row in a cell reference?

- A. \$A1**
- B. \$A\$1
- C. A\$1
- D. A1

Mixed cell references let you fix one part of a reference while letting the other part move. To lock the column but not the row, put a dollar sign before the column letter and leave the row number without a dollar sign. This keeps the column constant when you copy the formula across columns, while the row can change when you copy the formula down to other rows. For example, the reference would stay anchored to that column as you fill down, but the row number would advance. This is useful when you want all calculations to refer to the same column but to adjust to different rows. The other patterns either fix both parts (never changing) or fix the row or neither part (allowing both to move).

2. In a manufacturing firm, executives' visibility over the processes turning raw materials into sale-ready goods is provided by which system?

- A. Accounting
- B. Marketing
- C. Operations management**
- D. Quality control

The main idea here is visibility into the end-to-end production process. In manufacturing, executives need to see how raw materials move through planning, scheduling, and execution to become finished goods ready for sale. That broad oversight and control comes from operations management, which is all about designing, coordinating, and controlling production processes to maximize efficiency, throughput, and timely delivery. Systems used in this area—like ERP or manufacturing execution systems—provide real-time data on work-in-progress, inventory levels, bottlenecks, lead times, and capacity utilization, giving leaders a clear view of how materials transform into sale-ready products. Accounting focuses on financial information such as costs and revenues, marketing handles demand and market strategy, and quality control concentrates on meeting quality standards. While each plays an important role, they don't provide the comprehensive view of the production flow that operations management does.

3. Which of the following is NOT a merchant service aggregator according to the material?

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

The concept being tested is what counts as a merchant service aggregator versus a device or method that only captures card data. An imprinter is a physical device used to manually imprint a card's information onto a slip, which does not actually process, authorize, or settle payments electronically. It doesn't act as an intermediary between the merchant and the card networks or banks. In contrast, Square, PayPal, and Stripe are modern merchant service providers that handle payment processing end to end—authorizing transactions, routing them through card networks, and arranging settlement—often with additional tools like APIs, dashboards, and point-of-sale integrations. So the imprinter isn't a merchant service aggregator, while the others are.

4. Select the three key functions of a CRM system.

A. Marketing; Sales; Customer Service

B. Marketing; Sales

C. Customer Service; Logistics

D. Sales; Marketing; Analytics

The main idea here is that CRM systems are built to manage relationships with customers across the entire lifecycle: attracting interest, guiding the sale, and supporting the customer after purchase. Marketing is the function that creates awareness, runs campaigns, captures leads, and nurtures potential buyers. Sales then takes those leads, tracks opportunities through the pipeline, manages forecasts, and closes deals. Customer service handles post-sale support, handles service requests or tickets, and maintains ongoing engagement to keep customers satisfied and loyal. When you combine these three areas—marketing, sales, and customer service—you cover the end-to-end experience a business has with customers, which is the core purpose of a CRM. Logistics isn't a typical CRM function because it's more about supply chain and operations than managing customer relationships. Analytics is a capability often included in CRMs, but it's not usually listed as one of the three core functional areas; it supports all three by turning data into insights. So the best-fit trio that defines a CRM's primary scope is marketing, sales, and customer service.

5. Which statement about absolute and relative cell references is true in spreadsheet formulas?

A. Absolute references lock a row and/or column to the original cell.

B. Relative references lock a row and/or column to the original cell.

C. Relative references do not change when copied.

D. Absolute references can change when copied to a new location.

Understanding how cell references behave when formulas are copied is essential. Absolute references lock a row and/or column to the original cell by using a dollar sign before the column and/or row, so the reference stays pointing to that exact cell no matter where you copy the formula. This means you can fix just the column (\$A1), just the row (A\$1), or both (\$A\$1), depending on what you want to stay constant. The statement describing this behavior is that absolute references lock a row and/or column to the original cell, which best fits how these references work. Relative references, by contrast, adjust as you copy the formula, so they change to maintain the same position relative to the formula's new location. Absolute references do not change when copied, which is why the other options don't fit. For example, =A1 copied down becomes =A2, but =\$A\$1 copied down stays =\$A\$1.

6. In the PMT function syntax, which arguments are optional?

A. fv and type

B. rate

C. nper

D. pv

In the PMT function, the number of payments, the interest rate per period, and the present value are the essential inputs you must provide. The two inputs that can be left out are fv and type. If you don't specify them, the function uses default values: future value (fv) defaults to 0, and type defaults to 0, meaning payments are made at the end of each period. This is why those two arguments are considered optional. You can omit them when you don't need to set a desired ending value or change the payment timing; for example, PMT(rate, nper, pv) gives you the standard end-of-period payment with no specified future value, while adding type as 1 would shift payments to the beginning of each period, and adding a nonzero fv would set a specific ending amount.

7. Which feature generates a table of contents from heading styles and can be updated automatically by updating fields?

- A. A manual table of contents created by typing headings.
- B. A table of contents that is fixed and cannot be updated.
- C. A table of contents generated from plain text without headings.
- D. Table of contents is generated from heading styles and can be updated automatically by updating fields.**

The feature relies on using heading styles to build a navigational list. When you apply the program's heading styles (like Heading 1, Heading 2, etc.) to your section titles, the table of contents can automatically collect those entries and their page numbers. The table of contents itself is a dynamic field that can be refreshed; updating the fields recalculates which headings exist and on which pages they fall, so additions, deletions, or reorganizations are reflected right away. This approach is different from a manually typed list, which would require you to rewrite it every time you change the document. It's also not fixed or unchanging, and it doesn't rely on plain text without styles, which wouldn't provide reliable structure for automatic updates.

8. What is the purpose of data validation in spreadsheets?

- A. Data validation restricts input to allowed types or ranges.**
- B. Data validation encrypts cell contents.
- C. Data validation automatically sorts the data.
- D. Data validation creates charts from data.

Data validation focuses on data quality by enforcing rules on what can be entered. In spreadsheets, you set criteria such as a numeric range, a specific data type, or choosing from a predefined list, and only values that meet those rules are allowed. This helps prevent entry errors, keeps data consistent for calculations and analysis, and can trigger alerts when something invalid is typed. The other options don't fit because encryption protects content, sorting changes order, and charts visualize data.

9. How do you remove duplicate values in a dataset?

- A. Data > Remove Duplicates
- B. Data > Filter
- C. Home > Clear
- D. Insert > Chart**

To remove duplicates, you identify identical rows and keep only one copy. In Excel, use the Remove Duplicates command under the Data tab. First select the data range, then click Remove Duplicates and choose which columns to inspect for duplicates. The tool keeps the first occurrence of each set of duplicates and deletes the rest, leaving a dataset of unique rows. You can choose to check all columns (treat each row as a duplicate only if every column matches) or just specific columns. The other options shown don't perform this operation: filtering hides non-matching rows but doesn't delete duplicates; Clear removes contents; Chart is for visualization.

10. When scheduling a meeting using a calendar tool, which information should you include?

A. Only the date.

B. Only the attendees.

C. Date/Time, location or conferencing link, agenda, attendees, reminders, attachments.

D. Only the agenda.

When scheduling a meeting, you want to give everyone everything they need to participate smoothly. Include the Date and Time so people know when to join; the location or conferencing link so they know where or how to connect; the agenda to understand the purpose and what will be covered; the attendees so the invite reaches the right people and RSVP can be tracked; reminders to prompt attendance; and attachments for any pre-read materials or documents needed for the discussion. This combination keeps logistics clear and preparation aligned, reducing back-and-forth and making the meeting more productive. If you only include the date, or only the attendees, or only the agenda, important pieces are missing—people won't know when to join, how to connect, what to prepare, or who should be involved.

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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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