

**Chapter 4**  
**Office Systems and Technology**  
**Key Terms**

1. Collaborative commerce \_\_\_\_\_
2. Computer conference \_\_\_\_\_
3. Data conference \_\_\_\_\_
4. Domain name \_\_\_\_\_
5. e-Business \_\_\_\_\_
6. e-Commerce \_\_\_\_\_
7. Electronic data interchange (EDI) \_\_\_\_\_
8. Enterprise system \_\_\_\_\_
9. Extranet \_\_\_\_\_
10. File transfer protocol (FTP) \_\_\_\_\_
11. Groupware \_\_\_\_\_
12. Hypertext markup language (HTML) \_\_\_\_\_
13. Instant messaging \_\_\_\_\_
14. Internet \_\_\_\_\_
15. Internet phone \_\_\_\_\_
16. Internet Relay Chat (IRC) \_\_\_\_\_
17. Internet service provider \_\_\_\_\_
18. Intranet \_\_\_\_\_
19. Listserv \_\_\_\_\_
20. Newsgroup \_\_\_\_\_
21. Pull technology \_\_\_\_\_
22. Push technology \_\_\_\_\_
23. Search engine \_\_\_\_\_
24. Telephony \_\_\_\_\_
25. Uniform resource locator (URL) \_\_\_\_\_
26. Video conference \_\_\_\_\_
27. Web browser \_\_\_\_\_
28. Web publishing \_\_\_\_\_
29. Web site \_\_\_\_\_
30. World Wide Web (WWW) \_\_\_\_\_

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- A. A conference usually in a room equipped with appropriate electronic media where participants' actions can be seen as well as heard for collaborative effort; includes one-way or two-way full motion.
- B. Feature that lets an online user know when a colleague is online so e-mail messages can be communicated back and forth in real time; requires client software.
- C. Microcomputers at both the sending and receiving location with a microphone, speakers, and software for audio conversations over the Internet; a video camera allows projection of the individual's image or objects being discussed.
- D. Provides computer-to-computer exchange of standard documents (purchase orders, invoices, payments) between two businesses (B2) using private networks (VAN) or the Internet (virtual private network [VPN] for transmission).
- E. Through shared digital systems, businesses collaborate with suppliers. Engineers, manufacturers, and sales representatives to improve planning, production and distribution of goods and services.
- F. A program coded in hypertext markup language (HTML) that translates other HTML documents into a Web page.
- G. With appropriate hardware and software, interactive, real-time text chatting over the Internet.
- H. All the Web pages maintained by one organization or individual. Consists of more than one page with the home page acting as an introduction to the site and interactive buttons for navigation,
- I. Conducting business online, primarily over the Internet; Internet business models include business-to-consumer (B2C), business-to-business (B2B), consumer-to-consumer (C2C), and mobile-commerce (m-commerce).
- J. An efficient and convenient way to share information with others over the Internet and intranet; hyperlinked documents display text, animation, multimedia, and interactive environments for individual and team activities.
- K. A commercial organization with permanent connection to the Internet selling temporary connections to subscribers (individuals, educational institutions, businesses, and governmental agencies).
- L. Provides authorized users outside the company limited access to the organization's private intranets in order to coordinate and communicate with business partners and customers.

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- M. Participants designated to be part of the discussion transmit information to others either simultaneously or on a delayed basis anytime, anywhere; also referred to as a discussion forum.
- N. A closed, private version of the Internet available only to approved employees who use the Web browser to create a rich, responsive collaborative environment for e-business; included company news, forms, updates, corporate policies, databases, or any other information the organization determines important to business operations and employee communication.
- O. Web standard that formats documents and utilizes hypertext links to other documents stored on computers in a network (LAN or WAN).
- P. The internal integration within an organization to enhance and support communication and business operations electronically.
- Q. An electronic public forum for registered subscribers to receive information on predefined topics; uses push technology.
- R. An organization-wide information system that integrates key business processes so information flows freely between different divisions (manufacturing, accounting, finance, sales and marketing, and human resources).
- S. When requested information is automatically sent to a recipient; the recipient has asked for the information.
- T. Participants on a computer network with data conferencing software to view, revise, and save changes to text, graphics, drawings, images, and other material displayed on a shared whiteboard; the conference is simultaneous, in real time.
- U. System that includes all software for information sharing, electronic meetings, electronic scheduling, team writing, and project management, as professionals work in an anytime-anywhere networked environment; supported by IT infrastructure, the Internet, and the World Wide Web.
- V. Tool to help users find information or services on Web pages (pull technology).
- W. Independent forums where individuals can join the bulletin board discussion of their choice to share information and ideas; pull technology by using newsreader client software available on most Internet browsers.
- X. Name that identifies the host or network that services the e-mail account and contains subdomains separated by a period.

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- Y. A global network that provides communication (e-mail, newsgroups, listserv, Internet Relay Chat, search, and e-commerce) anytime, anywhere; often referred to as the information superhighway.
- Z. The technology of translating sound into digital signals, transmitting the signals, and converting the signals back to sound at the receiving end.
- AA. A communications standard for downloading and uploading files at remote locations.
- BB. A unique address required in order to place a Web site on the Internet; must be registered in a domain function.
- CC. The user pulls information he or she wants off the Web.
- DD. A system of universally accepted standards (HTML) for storing, retrieving, formatting, and displaying information over networks, both LANs and WANs.