

NEW MEXICO BROADBAND PROGRAM

INTERNET TOOLS FOR SMALL BUSINESS

MODULE 2 - COMMUNICATION AND COLLABORATION - ASSESSMENT

1. Business operations help hold your business on task by defining roles and responsibilities that align with business goals, tasks, and budget.
 - a. True
 - b. False

2. Online tools can help operations by
 - a. improving communication.
 - b. smoothing and streamlining communication processes.
 - c. creating new and inexpensive communication and collaboration opportunities.
 - d. all of the above

3. Email signatures are now taking the place of traditional business cards.
 - a. True
 - b. False

4. Voice communication via Skype, Google Voice, and other VoiP tools, cannot replace the traditional phone service because these computer tools are more expensive.
 - a. True
 - b. False

5. Email signatures allow you to
 - a. market and brand yourself each time you sign an email.
 - b. add communication links with your signature.
 - c. add images to your signature.
 - d. all of the above

6. Skype allows you to call free to anyone with a computer and a Skype account, even if they live in another country.
 - a. True
 - b. False

7. Google. Docs allows you to
 - a. post documents on the cloud.
 - b. view documents simultaneously with others .
 - c. modify documents with those sharing your documents.
 - d. all of the above.

8. Flash drives can help you
 - a. back up your documents.
 - b. destroy old documents.
 - c. create documents more rapidly .
 - d. all of the above.