

**B. A – III**

**Course Code: SS - 202**

**Course Name: E - Communication**

**Objectives:**

Student will learn fundamentals of various forms of Electronic communication using computer system through internet and its various tools

**Contents:**

**Unit – I      Electronic Communication :**

Traditional forms of communication in organizations, Introduction and Definition of Electronic communication system, Electronic communication technologies and their adoption, Emerging E – Communication technologies and their usage.

**Unit –II      E-mail Basics & Chatting (Messenger):**

E-mail System, E-mail Protocols, E-mail addresses, Structure of an E-mail Message, E-mail clients & Servers Mailing list, E-mail Security, E-mail etiquette, Awareness of Telephonic/Video conference tools & technologies, Messenger (Yahoo, Skype, Gtalk).

**Unit – III      WWW and Web Browser:**

Current Trend of Internet, Definition – Internet, Intranet, Extranet, Evolution of Web, Basic elements of WWW, Search Engines & Search Criteria.

**Unit – IV      Using MS – OUTLOOK:**

Opening MS–Outlook, Managing E-mail account configuration, Organizing E–mails using folders, Composing, Sending, Reading, Deleting, Printing E–mail Messages, Use of Address Book, Creating distribution list (To–Do list), Managing Appointments, Meetings, Events, Working with Calendar, Schedule, Recurring appointments, Assigning Tasks, Sorting and Finding E–mails, How to forward and Recall messages, Sending and Receiving attachments, E–mail views, Signatures, Out of office assistant.

**Main Reference Book(s):**

- (i) MS Outlook 2010 Training Guide, S Jain, BPB Publication

**SUGGESTED ADDITIONAL READING:**

- (i) Microsoft Office Outlook 2010 QuickSteps, Carole Matthews, Marty Matthews, Bobbi Sandberg, Tata McGraw Hill

**Accomplishments of the student after completing the Course:**

Student would be able to explore the MS–OUTLOOK e–mail client software for sending/receiving instant messages and use e–mail, Chat services as effective communication tool. Students would be able to use calendar, appointment, schedules using this software.

-----

## Practical Exercises of MS–OUTLOOK

- Ex- 1** (a) Add at least ten contacts in the address book.  
(b) Prepare two distribution lists names friends and family.  
(c) Add names of the friends added in the first step in friends Distribution list and name of the family members in the family distribution list.
- Ex- 2** Suppose you are celebrating your birthday. Prepare an invitation message and send it to friend and family members using the distribution list created in exercise one.
- Ex-3** Your father has asked you to pay the utility (telephone bill, Electricity bill, Gas bill etc.) before the due date. Set reminder fir the task using MS Outlook.
- Ex-4** Assume that you have opened an recurring account in post office. You are supposed to pay Rs. 1000 on 5<sup>th</sup> of every month. Set a recurrence reminder using MS Outlook.
- Ex-5** Assume that you are appearing for an entrance examination which contains questions on logical ability and verbal skills. You have only a week for exam preparation. Prepare a task list for this important task with red color. Open outlook every day and edit the status of tasks.
- Ex-6** Assume that you have fixed a meeting with your employees. Set a schedule and assign (Distribute) to all concern employee of your company.
- Ex-7** To customize the different signature of your mail account and send it to your concerns.
- Ex-8** Suppose you are having to documents and one image file in your local hard drive. Attach all these three files and send it to your family member.

.....