

B.COM – III

Course Code: SS – 201 (A)

Course Name: E - Communication

Objectives:

The objective of this course is that the students should know

- Fundamentals of various forms of communication
- Ways to communicate using internet

Contents:

Unit – I Electronic Communication :

Introduction and Definition of Electronic communication, 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, Introduction to Voice mail, Internet Telephony, Social Networking, Tele conference, Video conference, Internet News, Messenger (Yahoo, Skype, Gtalk).

Unit – III WWW and Web Browser:

Current Trends 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) Internet for Everyone, Alexis Leon, Mathews Leon, Leon Press
- (ii) MS Outlook 2010 Training Guide, S. Jain, KK Publications

Suggested Additional Reading Book(s):

- (i) Internet Technology and Web Designing, ISRD Group
- (ii) Internet in Easy Steps, Mary Lojkinie, Wiley India
- (iii) Internet to go, Alan Simpson, Sybex Inc.
- (iv) Internet Training Guide, Satish Jain, BPB Publication
- (v) Communication in IT age, Dhiraj Sharma, Himalaya Publishing House

Accomplishments of the student after completing the Course:

After completion of this course Student would be able to

- Explore the MS–OUTLOOK e–mail client software for sending/receiving instant messages and e–mail basics as effective communication tool.
- Use calendar, appointment, schedules using this software.
