

SSB – MODULE 1

Component 1- Coursework: Portfolio



SOFTWARE SOLUTIONS FOR BUSINESS

Powerful solutions to manage, automate and grow your business.

Analytics & Reporting

Customer Management

Automation

Project Management

Cloud Access

Invoicing & Billing

Security

INCREASE EFFICIENCY
Streamline operations and save valuable time.

IMPROVE COLLABORATION
Connect your team and work smarter together.

SECURE & RELIABLE
Enterprise-grade security you can trust.

BOOST PRODUCTIVITY

MAKE BETTER DECISIONS

REDUCE COSTS

DRIVE GROWTH

ACHIEVE MORE

The banner features a central laptop displaying a business dashboard with various charts and data. A white mug with a bar chart icon sits next to the laptop. The background is a light purple with a network pattern. The bottom of the banner is a dark purple bar with five icons and their corresponding text: a rocket for 'BOOST PRODUCTIVITY', a target for 'MAKE BETTER DECISIONS', a gear for 'REDUCE COSTS', a bar chart for 'DRIVE GROWTH', and a trophy for 'ACHIEVE MORE'.

Module Name: **Software Solutions For Business**

Module Code: **ACCA4026**

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Group: **2**

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Introduction

In this assignment, I will demonstrate that I have used different software and tools to assist and enhanced technology based solutions for the workplace. I have managed and completed each task by showing graphically with a breakdown also written references on how this can be so. I have worked with and described E-contemporary Commerce Website builders/software solutions (Wix & Shopify), tested and used aspects of MS Office (MS Word, MS PowerPoint, MS Excel, and MS Access).
Digital technology

Task 1. e-Commerce Website builders/software solutions

Description of two contemporary e-Commerce website builders/software solutions

Task 1a: Wix



Wix is a contemporary e-commerce builder that serves over 250 million users which is AI driven all in one platform, that allows users to build online stores without having to type in code.

Founded in 2006 by developers, Avishai Abrahami, Nadav Abrahami and Giora Kaplan all from Israel.

Their goal was to allow anyone to create a platform to sell their products without knowledge or ability to code, to make it cheaper and more cost effective than other platforms at the time.

It has the usability of over 900 templates cover numerous categories

All templates visually diverse and changeable, there are advanced responsive design tools for more advanced and professional designers, a slight down fall is you are not able to switch templates without rebuilding the whole site

It has a popular drag and drop function that allows placement literally anywhere on a page.

This flexibility is more suitable for general websites, however can cause issues for across pages if not handled properly

The combination of backend tools that allow marketing, payments, inventory and world wide shipping with various storefront designs all managed form a single dashboard.

A store can be build within just a few hours and the functionality allows you to do this at the users own time and pace.

- ***The Benefits of WIX Ecommerce:***

- Drag and Drop Editor Store Creation (no coding)

- All in one ecommerce platform (manage orders, payments, marketing via 1 dashboard)
- Seamless payments and transactions via third-party gateways
- Built in SEO tools and Mobile first templates help websites rank and covert
- Cost effective plans to cover various business sizes

- ***The Drawbacks of WIX Ecommerce:***

- Scalability ceiling from high volume stores

- Limited payment gateway options compared to Shopify

- Advanced ecommerce features require higher-tier plans
- Less robust POS for in-person selling

[1][2]



Shopify is a an ecommerce platform used by millions of people selling their products online
The simple usage of the platform adheres to many organisations and business owners.

Shopify allows businesses to manage, selling their products a lot easier through simple payment processing, website design and streamlined inventory management

It allows businesses to host an online branch and become a one-stop ecommerce shop

Shopify is a SaaS platform (software-as-a-service), users pay a monthly or annual fees

Different plans offer different features and functionality, which involves branding your store, sales, purchasing buttons and mobile POS

Shopify has a centralised core that runs your business, it controls your data, stock, payments and website.
The technical structure allows you to be stress free about, maintenance, software updates and scalability.

Shopify has over 4.6million stores and processes \$235 + Billion in annual GMV, also boasts the largest ecommerce App ecosystem with 8K apps.

It has become the solution for business startups to enterprise brands

- ***The Benefits of Shopify:***

- 8,000+ apps for extending functionality
- 100+ payment gateways including Shop Pay accelerated checkout
- Multi-location inventory management
- Shopify Markets for international selling
- Shopify POS for in-person retail
- 99.99% uptime with auto-scaling
- 24/7 support via chat, email, and phone
- Themes can be switched without rebuilding

- ***The Drawbacks of Shopify:***

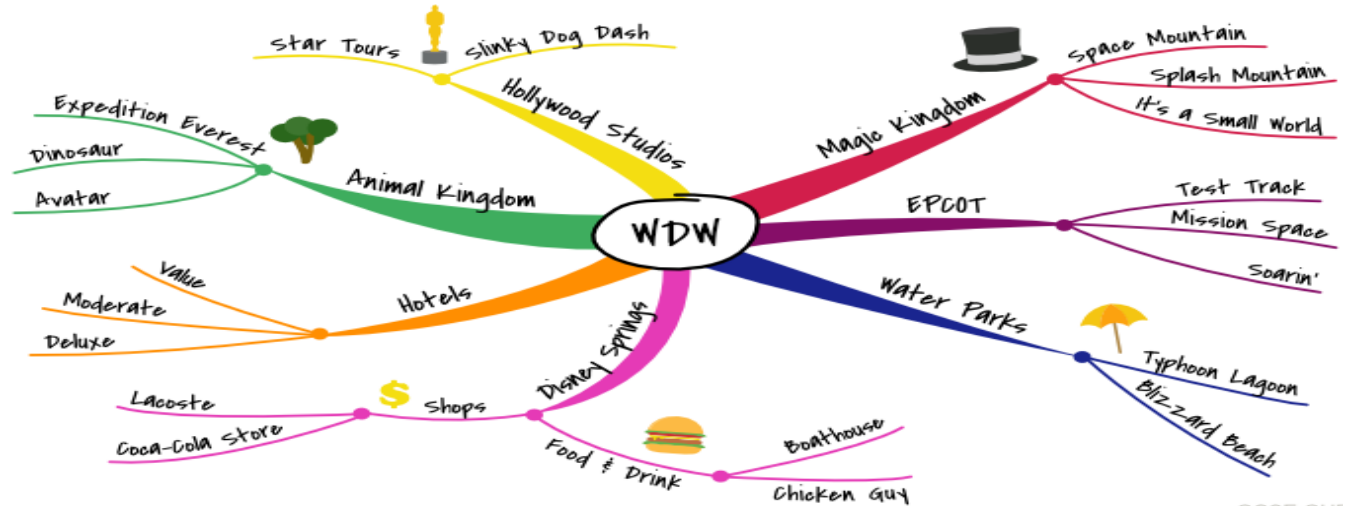
- Higher starting price for ecommerce (\$39/mo vs \$29/mo)
- Less free-form design flexibility than Wix
- Not ideal for non-ecommerce content sites
- Fixed URL structure with /products/ and /collections/ prefixes

[1][3]

Task 2. Mind-map of contemporary software applications

Describe mind mapping and explain the benefits of using mind mapping

Task 2a: Mind Mapping



Mind mapping is a powerful creative thinking technique used by over 250 million people worldwide—and chances are, you've already encountered it, even if you didn't call it by name. Mind mapping was used back in the 3rd Century BCE by a philosopher 'Porphyry of Tyros', he used this tool, to organise the works of 'Aristotle' a great thinker.

In its simplest form, a 'Mind Map' is information that has been transferred into a visual image, Beginning with a main idea/topic, central to the map, with branches coming from the idea/topic to additional information, which can be shown as, short phrases, words or images.

eg If you were doing a mind map on 'Travel' you would have travel centrally, with words or images coming off individually as branches such as, *Car, Bus, Train, Aeroplane, Bike, Boat & Walking*.

Whether labelled a "brainstorm" or a "spider diagram," mind maps have likely played a role in your education or career. You might have used one to generate ideas for a presentation, outline an essay, plan a meeting, or study for an exam.

What sets mind mapping apart is its dynamic blend of images, color, and spatial layout. This visual approach has been shown to boost memory and understanding far more effectively than traditional note-taking or rote learning.

By organizing thoughts around a central idea and branching out intuitively, mind maps help you see connections between concepts, clarify complex arguments, and uncover innovative solutions. They encourage big-picture thinking, making it easier to assess all aspects of a situation and weigh decisions in context.

Because they're flexible and non-linear, mind maps also support the integration of new information and logical structuring without the constraints of rigid formats.

Ultimately, mind mapping doesn't just help you organize information—it transforms the way you think, learn, and remember.

Here are some advantages and dis-advantages:

Memory and retention. Studies have found that mind maps can improve memory retention by 10–15% compared to traditional note-taking. The combination of visual structure, color and spatial positioning gives the brain multiple hooks for recall.

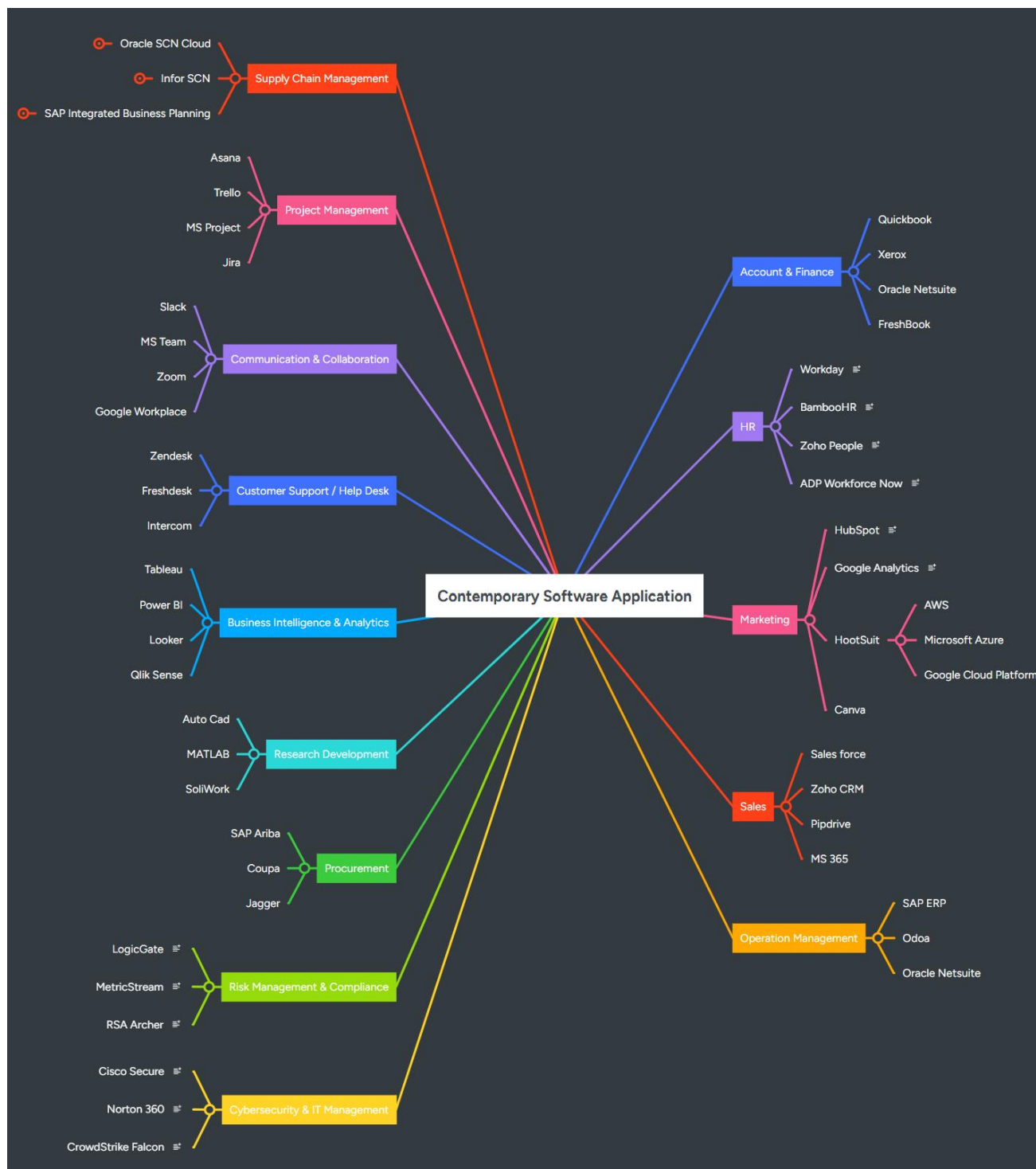
Comprehension. A [2021 study](#) in the TNU Journal of Science and Technology found that students' reading comprehension improved significantly when mind maps were used — as did the overall learning atmosphere.

Creativity. The act of building a mind map stimulates associative thinking.

Productivity. According to a [survey by the Mind Mapping Software blog](#), mind mapping software increases productivity by an average of 23%.

Accessibility. Students with learning differences including dyslexia and high-functioning autism consistently report that mind maps are among their most valuable study tools — because the visual, non-linear format accommodates different ways of processing information. [4]

Task 2b: A Mind Map Of Contemporary Software Applications



Task 3. Office Applications for creating, storing, presenting and analysing information/data

Most of the MS office applications, individually can do a bit of creating, analysing, presenting and storing. However in my opinion I would use the following applications for:

Presenting:	Word
Storing Info:	Access
Creating:	Powerpoint
Analysis:	Excel

Task 3a

Explain four Microsoft Office software solutions for business operations

Testing Word, PowerPoint, Excel and Access highlighting their major features, benefits and limitations

Ms Word



Microsoft Word offers a wide range of features that help users create, edit, format and manage professional documents efficiently. Here are some of those features:

- a) User-friendly interface: Microsoft Word has an easy-to-use layout, which makes it simple to find tools and options. You can quickly access main functions through the menu.
- b) Formatting: Word's formatting is powerful, which allows you to change fonts, sizes, colours and other features to make the documents stand out.
- c) Templates: Word also includes ready made templates for many kinds of documents, which saves your time and giving the work a professional look from beginning to end.
- d) Graphics and media integration: Users can effortlessly insert images, shapes, charts and other media elements into their documents. This feature is helpful for adding visual appeal and enhancing the overall presentation.
- e) Collaboration and sharing: Microsoft Word allows for seamless collaboration among users. Multiple people can work on the same document simultaneously. This makes it ideal for team projects and group editing.
- f) Review and Commenting: The Track Changes and Comment features enable easy reviewing and editing of documents. Users can leave comments and suggestions. It allows effective communication and revision.
- g) Spelling and Grammar Checks: Microsoft Word has a tool to check spelling and grammar. It helps users find and fix mistakes in their documents, which ensures that you work look polished abd with no error.
- h) Mail Merge: This helpful tool lets users customise multiple documents, like letters and labels, with individual details for each recipient, which will eventually save your time.
- i) AutoCorrect and AutoText: Word automatically fixes spelling mistakes and creates shortcuts for commonly used phrases. With its help, it can make your writing smoother and faster.
- j) Word Count and Statistics: MS Word provides a word count tool that helps users track the length of their documents. It offers statistics on reading time and sentence count.
- k) Language translation: Microsoft Word includes language translation features, allowing users to translate their documents into different languages, which is useful when changing language in Microsoft Word.

l) Page Break: Easily define where pages end for printing. It always makes sure to give you smooth transitions between sections.

m) Search and Replace: You can quickly find and swap specific words throughout your document using Find and Replace in Microsoft Word.

n) Thesaurus: With its help, you can enhance your writing by substituting words with synonyms, which will eventually enrich your language and it will also avoid any sort of repetition.

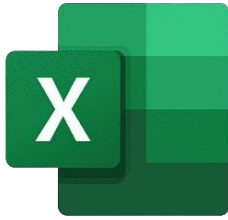
The Positives

- Deep tools: Offers advanced editing, formatting, and spell check features.
- Templates: Includes many pre-made layouts for reports, letters, and resumes.
- Standard use: Widely accepted by schools and offices around the world

The Negatives

- Cost: Requires a paid subscription or purchase, unlike free options like Google Docs.
 - Complex interface: Has many hidden tools that can feel confusing or hard to find for beginners.
 - Formatting bugs: Layouts can sometimes shift or break when opened in other programs.
- [5] [6]

MS Excel



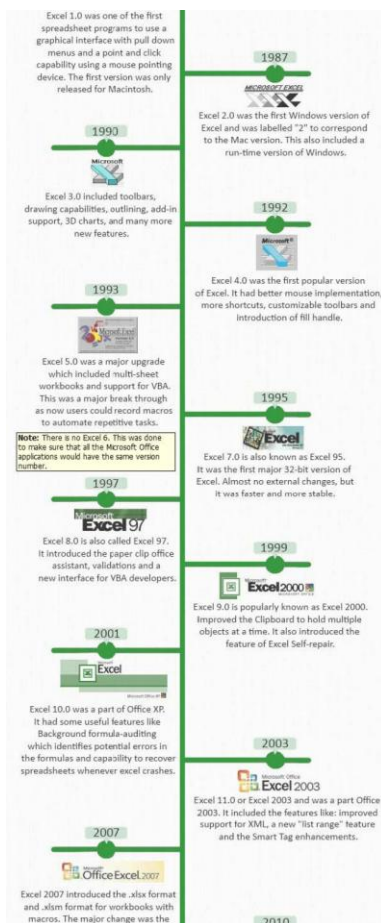
Excel is a powerful and versatile spreadsheet program widely used for organizing, analyzing and presenting data in both personal and professional environments. As part of the Microsoft Office suite, it offers a broad range of features suitable for everyone from beginners to advanced analysts. Excel enables users to perform complex calculations, create charts and graphs, and build detailed data models. Whether you're a student, business professional, or researcher, Excel provides accessible and efficient tools for effective data management and analysis.

Excel's origins date back to 1978 when Dan Bricklin a Harvard business student created an application with limited functionality called 'VisiCalc'. It was able to perform calculations within 5 column by 20 row grid. To improve VisiCalc Dan Bricklin hired Bob Frankston also known as a co-founder, he made it more powerful and faster functionality, it became very successful immediately, they sold approximately 1 million copies. After the achievement of VisiCalc, in 1983, Mitch Kapor lead a team who created a new spreadsheet application called Lotus 1-2-3. They loaded Lotus 1-2-3 with graphical, charting and database attributes making it very popular in the industry.

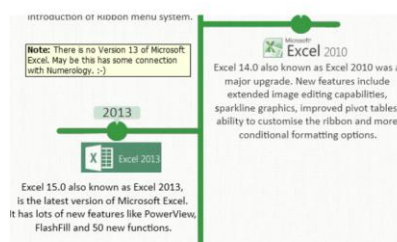
A year prior to this, Microsoft launched Multiplan, this was not a successful product and was transcended by VisiCalc, causing Microsoft to create the first version of Excel.

See a time line of Excel's evolution.

See a time line of Excel's evolution:



Cont'd



The Positives

Easy to Use: Simple grid layout allows beginners to start sorting and computing data quickly.
open on almost any desktop.

Real-Time Calculation: Formulas update instantly when numbers change, providing immediate visual feedback.

Versatile Tools: Offers built-in charting, PivotTables, and functions for diverse tasks from budgeting to lightweight databases.

Universal Compatibility: Widely adopted across industries, making files easy to share and open on almost any desktop

The Negatives

Prone to Errors: Hidden formula mistakes or typos can cascade into major calculation failures without easy detection.

Data Limits: Performance slows down significantly with large files, and it caps out at roughly 1 million rows.

Weak Collaboration: Co-authoring live documents can result in version control issues, conflicting edits, and accidental overwrites.

Security Risks: Basic workbook password protection is weak, and files can harbor malicious macros. [7] [8]



PowerPoint was originally named 'Presenter' created by Robert Gaskins, Dennis Austin and Tom Rudkin, where it was released solely for Apple Macintosh in April 1987.

Later in 1987 Microsoft purchased PowerPoint for approximately \$14 million.

PowerPoint joined the Microsoft Office suite in 1990 for MS Windows known as PowerPoint 4.0.

PowerPoint's popularity grew throughout the 90's with the growth of Windows. Its worldwide market share is estimated to be 95% of presentation software from the late 1990's.

PowerPoint is a presentation application to aid users to create professional presentations that are visually appealing. It allows you to work with charts, text, images and videos in a concise manner. Offering easy collaboration features, especially within Microsoft 365 and ideally for MS Teams.

It's useful for business, educational and creative sectors as it has numerous options for marketing presentations, product demonstrations and teaching materials.

The comprehensive functionality and easy integration within MS Office makes PowerPoint the obvious choice when a professional presentation is needed, for individuals or a team PowerPoint possesses the necessary tools.

Advantages of PowerPoint

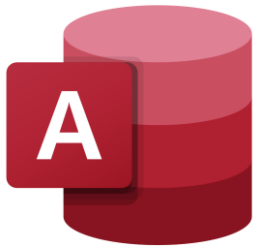
- **Enhanced Visual Appeal:** It allows for the integration of charts, graphs, images, and videos, which makes complex data easier to digest than plain text.
- **Structured Delivery:** Slides force you to organize your thoughts logically, ensuring you cover all key points systematically.
- **Flexibility:** Presentations are easy to edit, update, or rearrange, even minutes before you go on stage.
- **Portability & Sharing:** Digital files are highly portable and can be easily shared through email, cloud storage, or USB drives, making them accessible virtually anywhere.

Disadvantages of PowerPoint

- **Information Overload:** Presenters often cram too much text and too many graphics onto a single slide, which overwhelms the audience.
- **Over-Reliance on Slides:** Speakers may end up reading directly from the screen rather than interacting with their audience, which reduces connection and engagement.
- **Technical Dependency:** Presentations are tied to technology. Faulty projectors, internet outages, or software issues can derail a presentation instantly.

[7] [8]

MS Access



MS Access is not as popular as the other applications in the Microsoft 365 suite. However it is a very high powered and useful software, to deal with numerous issues. It is a database management system that has a mixture of, a graphical user interface(GUI), macro capabilities, reporting functionality, a relational database engine and (VBA) Visual Basic. Businesses will commonly use it for custom reports, user forms and data processing.

Microsoft released the first version of Access 1.0, a pc database application for Windows in 1992. In 1993 It was upgraded with better compatibility with other Microsoft products to version 1.1, having the capability for programmers to code using Access basic. Nevertheless, version 1.1 was riddled with bugs and numerous performance issues, later that year Microsoft released Windows 3.1 alongside MS Office 4.3 Pro, as it required the upgraded hardware, software memory and the improved functions of Windows 3.1. Over the years Microsoft released several operating systems, from Windows 95, 98, ME and Windows 2000/NT, they also introduced Access 2000, this included more powerful tools with web integration, also improved replication, database connectivity tools and security, which made it popular with developers.

Major Release Dates:-

1992: Access 1.0 launched at COMDEX by Bill Gates. **1993:** Access 1.1 released with improved Office compatibility. **1995:** Access 95 released to align with Windows 95. **1997:** Access 97 introduced VBA enhancements. **2000:** Access 2000 added data access pages and web connectivity. **2007:** Access 2007 introduced the new .accdb file format and redesigned ribbon interface. **2010–2024:** Continued updates through Office 2010, 2013, 2016, 2019, 2021, and LTSC 2024

Access core functionality works on tables, queries and forms via managing relational databases, which grants users to design friendly layouts for data, filter records via different criteria and store data.

Core Database Objects

Tables: Store raw data in rows and columns with defined data types (text, numbers, dates) and relationships to keep data safe and linked.

Queries: Search, sort, filter, and combine specific information from one or multiple tables based on questions you ask the data.

Forms: Provide clean on-screen boxes and windows to make entering, viewing and changing data easier.

Reports: Format and organize data into clean layouts designed for printing or sharing summaries.

Management and Automation

Macros: Run point-and-click instructions to automate routine, repetitive tasks automatically.

Modules: Use Visual Basic for Applications (VBA) code to build custom functions for advanced tasks.

External Integration: import information from external sources like Excel, SQL Server, and SharePoint.

The Positives

Easy setup: Quickly build tables, input forms and reports with no programming skills.

Office integration: Works smoothly with Excel, Word, and Outlook to import, export, or share data.

All-in-one tool: Combines a database engine, query tool (SQL), and form designer in a single local package.

Cost-effective: Often included in standard Microsoft 365 business licenses, saving money for small teams.

The Negatives

Size limits: Capped at a maximum file size of 2GB, which restricts long-term massive data storage.

Low multi-user capacity: Struggles and can slow down or corrupt data when multiple users open the same shared file over a network at the same time.

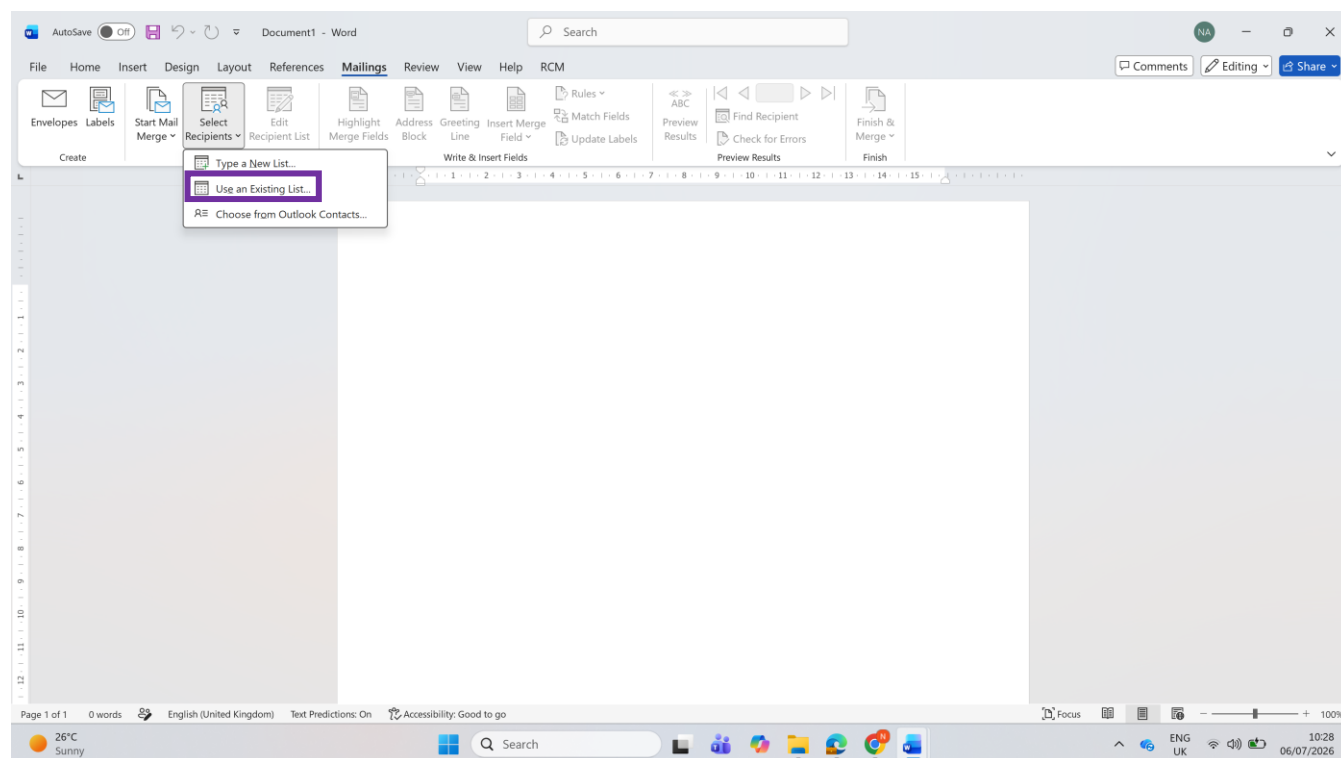
Platform restriction: Runs only on Windows operating systems with no native app for Mac or mobile devices.

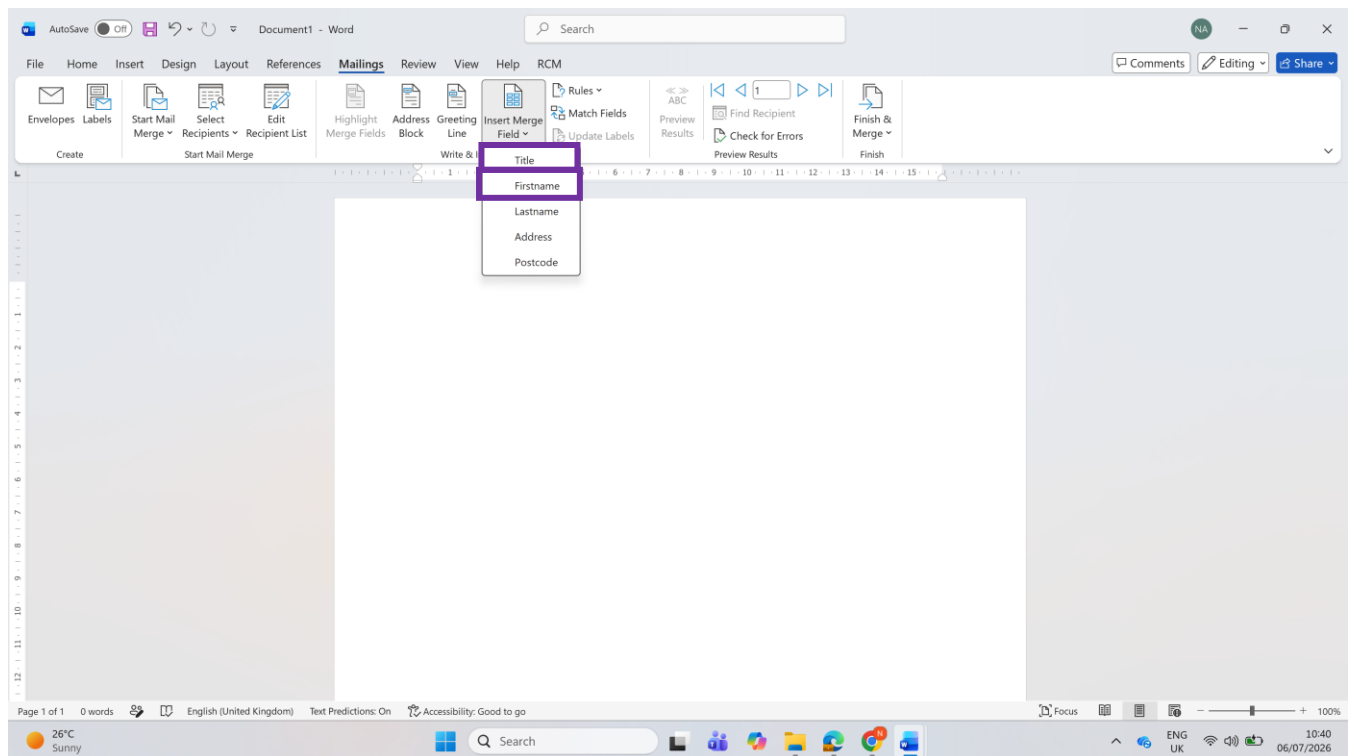
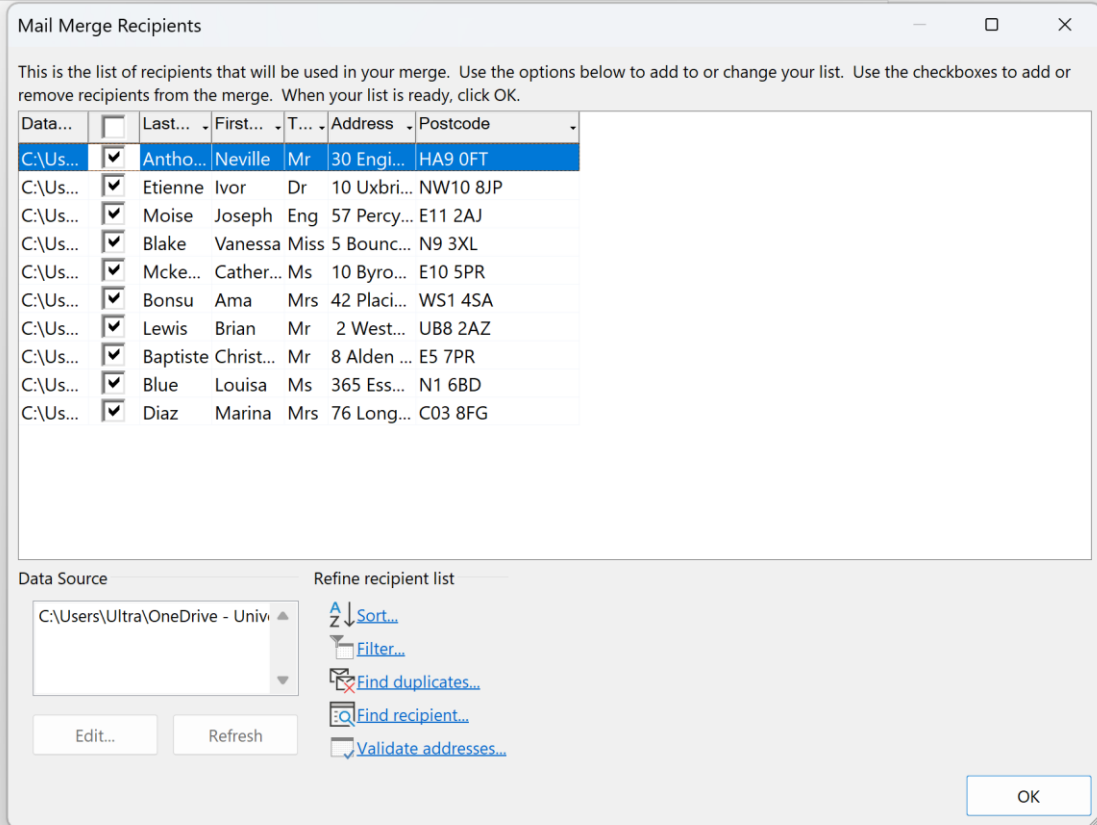
Security limits: Lacks the advanced, robust user-level security features found in dedicated enterprise servers like SQL Server or Oracle. [9] [10]

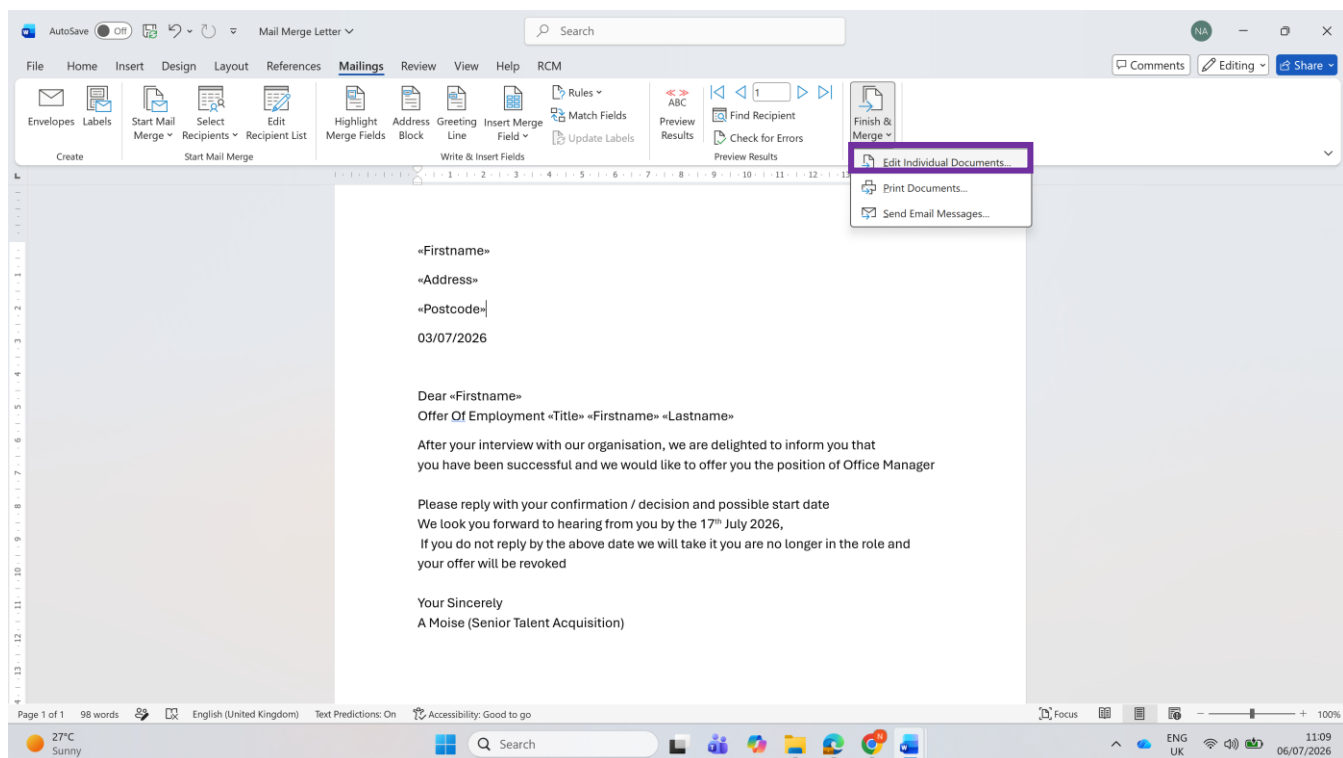
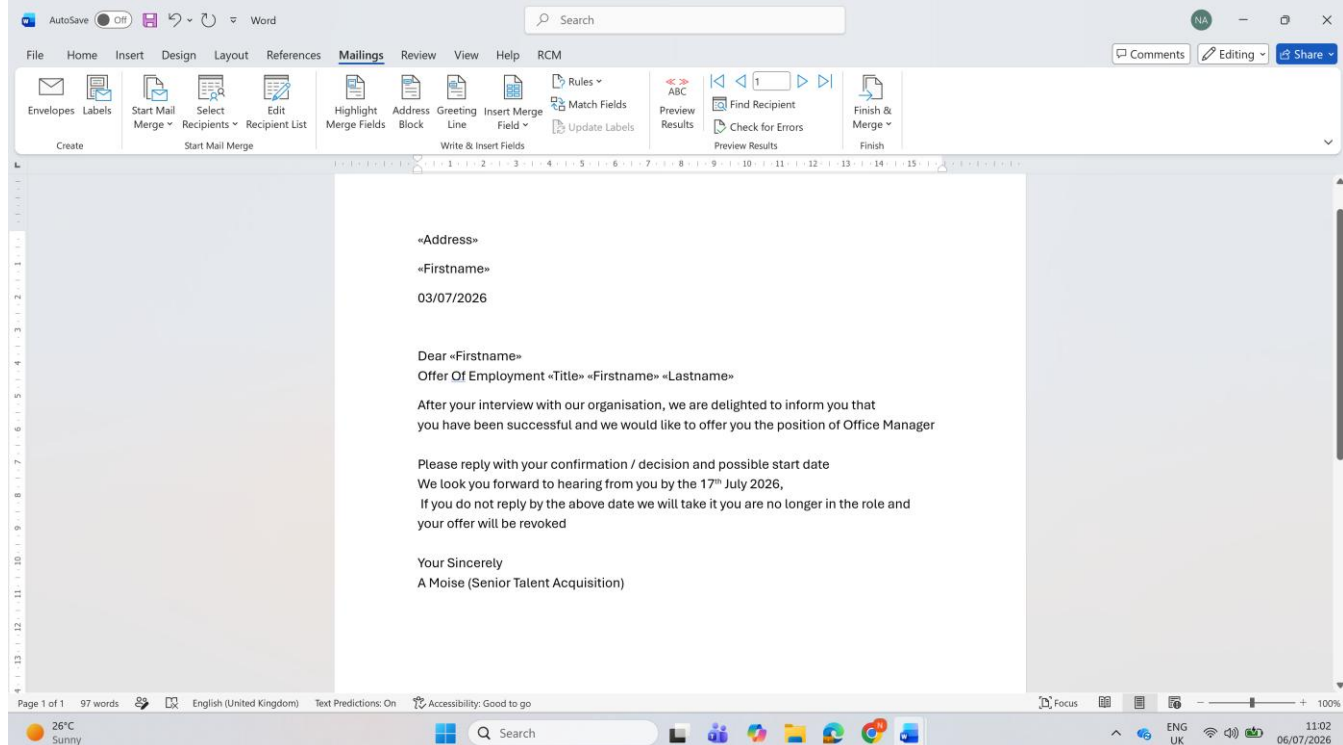
Test Any Two Features

Task 3b: Testing Mail Merge

Title	Firstname	Lastname	Address	Postcode
Mr	Neville	Anthony	30 Engineer Way Harrow	HA9 0FT
Dr	Ivor	Etienne	10 Uxbridge Road Wembley	NW10 8JP
Eng	Joseph	Moise	57 Percy Road Leytonstone	E11 2AJ
Miss	Vanessa	Blake	5 Bounces Road Edmonton	N9 3XL
Ms	Catherine	Mckenzie	10 Byron Road Leyton	E10 5PR
Mrs	Ama	Bonsu	42 Placide Way Walsall	WS1 4SA
Mr	Brian	Lewis	2 Westbourne Road, Hayes	UB8 2AZ
Mr	Christopher	Baptiste	8 Alden House, Sheep Lane, Hackney	E5 7PR
Ms	Louisa	Blue	365 Essex Road, Islington	N1 6BD
Mrs	Marina	Diaz	76 Longridge Road, Colchester	C03 8FG







AutoSave On Mail Merge Letter - Word

File Home Insert Design Layout References Mailings Review View Help RCM

Comments Editing Share

Envelopes Labels Start Mail Merge Select Recipients Edit Recipient List Highlight Merge Fields Address Block Greeting Line Insert Merge Field Match Fields Update Labels Preview Results Check for Errors Finish & Merge Finish

Create Start Mail Merge Write & Insert Fields Preview Results Finish

«Firstname»
«Address»
«Postcode»
03/07/2026

Dear «Firstname»
Offer Of Employment «Title»

After your interview with our organisation, we are delighted to inform you that you have been successful and we would like to offer you the position of Office Manager

Please reply with your confirmation / decision and possible start date
We look you forward to hearing from you by the 17th July 2026,
If you do not reply by the above date we will take it you are no longer in the role and your offer will be revoked

Your Sincerely
A Moise (Senior Talent Acquisition)

Merge to New Document ? X

Merge records
☒ All
☐ Current record
☐ From: To:

OK Cancel

Page 1 of 1 98 words English (United Kingdom) Text Predictions: On Accessibility: Good to go

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ENG UK 11:14 06/07/2026

AutoSave On Mail Merge Letters_x10 - Saved

File Home Insert Design Layout References Mailings Review View Help RCM

Comments Editing Share

Clipboard Font Paragraph Styles Editing Voice Editor Add-ins

Aptos (Body) 12 A⁺ A⁻ Aa B I U X₂ X² Normal No Spacing Heading 1 Heading 2

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

Neville
30 Engineer Way
Harrow
HA9 0FT
03/07/2026

Dear Neville
Offer Of Employment Mr Neville Anthony

After your interview with our organisation, we are delighted to inform you that you have been successful and we would like to offer you the position of Office Manager

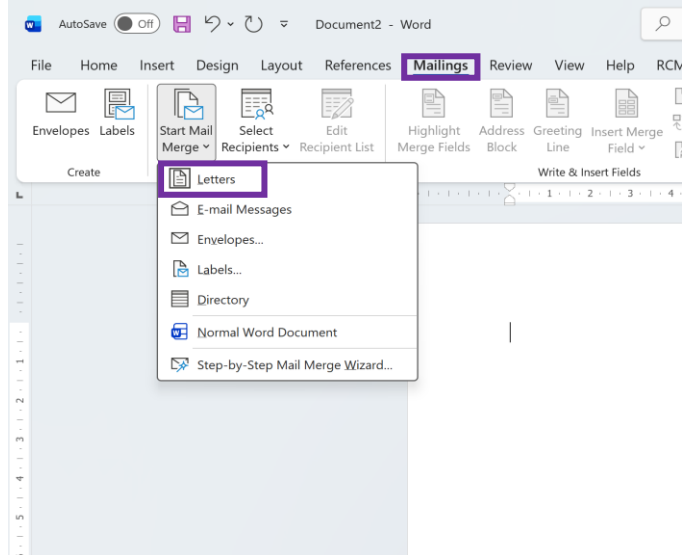
Please reply with your confirmation / decision and possible start date
We look you forward to hearing from you by the 17th July 2026,
If you do not reply by the above date we will take it you are no longer in the role and your offer will be revoked

Your Sincerely
A Moise (Senior Talent Acquisition)

Page 1 of 10 1022 words English (United Kingdom) Text Predictions: On Accessibility: Good to go

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Testing If Lookup (part 2)

	A	B	C	D	E	F	G
1	Student Number	First Name	Surname	Class Mark (40%)	Exam Mark (60%)	Total Mark (100%)	Remarks
2	2620001	Neville	Anthony	35	50	=+D2+E2	=IF(F2>=50,"PASS","FAIL")
3	2620002	Peter	Rogers	27	35	=+D3+E3	=IF(F3>=50,"PASS","FAIL")
4	2620003	Tara	Williams	30	38	=+D4+E4	=IF(F4>=50,"PASS","FAIL")
5	2620004	Brandice	Cridland	15	27	=+D5+E5	=IF(F5>=50,"PASS","FAIL")
6	2620005	Bolo	Jermaine	40	46	=+D6+E6	=IF(F6>=50,"PASS","FAIL")
7	2620006	Faith	Blake	37	55	=+D7+E7	=IF(F7>=50,"PASS","FAIL")
8	2620007	Mansoor	Akhtar	22	19	=+D8+E8	=IF(F8>=50,"PASS","FAIL")
9	2620008	Anil	Chandra	20	44	=+D9+E9	=IF(F9>=50,"PASS","FAIL")
10	2620009	Doris	Origi	31	39	=+D10+E10	=IF(F10>=50,"PASS","FAIL")
11	2620010	Catherine	Michaels	39	53	=+D11+E11	=IF(F11>=50,"PASS","FAIL")
12	2620011	Lesley	Brewster	36	55	=+D12+E12	=IF(F12>=50,"PASS","FAIL")
13	2620012	Bimbola	Adelowo	29	20	=+D13+E13	=IF(F13>=50,"PASS","FAIL")
14	2620013	Anthony	Moise	38	37	=+D14+E14	=IF(F14>=50,"PASS","FAIL")
15	2620014	Zarah	Khan	28	52	=+D15+E15	=IF(F15>=50,"PASS","FAIL")
16	2620015	Rene	Mckenzie	40	58	=+D16+E16	=IF(F16>=50,"PASS","FAIL")
17							

>

	A	B	C	D	E	F	G
1	Student Number	First Name	Surname	Class Mark (40%)	Exam Mark (60%)	Total Mark (100%)	Remarks
2	2620001	Neville	Anthony	35	50	85	PASS
3	2620002	Peter	Rogers	27	35	62	PASS
4	2620003	Tara	Williams	30	38	68	PASS
5	2620004	Brandice	Cridland	15	27	42	FAIL
6	2620005	Bolo	Jermaine	40	46	86	PASS
7	2620006	Faith	Blake	37	55	92	PASS
8	2620007	Mansoor	Akhtar	22	19	41	FAIL
9	2620008	Anil	Chandra	20	44	64	PASS
10	2620009	Doris	Origi	31	39	70	PASS
11	2620010	Catherine	Michaels	39	53	92	PASS
12	2620011	Lesley	Brewster	36	55	91	PASS
13	2620012	Bimbola	Adelowo	29	20	49	FAIL
14	2620013	Anthony	Moise	38	37	75	PASS
15	2620014	Zarah	Khan	28	52	80	PASS
16	2620015	Rene	Mckenzie	40	58	98	PASS
17							

6. IF VLOOKUP COUNTIF • Saved to this PC

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Function Library: Insert Function, AutoSum, Recently Used, Financial, Logical, Text, Date & Time, Lookup & Reference, Math & Trig, More Functions, Name Manager, Define Name, Use in Formula, Create from Selection, Defined Names, Trace Precedents, Trace Dependents, Show Formulas, Error Checking, Evaluate Formula, Watch Window, Formula Auditing.

G7

	A	B	C	D	E	F	G	H	I
1	No Obstacles HOME								
2	Furniture Sales - 2011 and 2012								
3									
4	No shipping charge for orders over \$1,500; others - 2% of cost								
5									
6	Product	Customer	Date	Item Cost	No.Items	Total Cost	Shipping	Total	
7	Captain Recliner	B&B Spaces	1/2/11	289.95	5	1,449.75		1,449.75	
8	Media Armoire	Home USA	1/2/11	329.95	2	659.90		659.90	
9	Bamboo End Table	Ellington Designs	1/3/11	64.95	7	454.65		454.65	
10	Bamboo Coffee Table	Ellington Designs	1/4/11	139.95	3	419.85		419.85	
11	Bamboo End Table	B&B Spaces	1/4/11	64.95	12	779.40		779.40	
12	Chameleon Couch	Ellington Designs	1/6/11	649.99	4	2,599.96		2,599.96	
13	Bamboo End Table	Home USA	1/7/11	64.95	10	649.50		649.50	
14	Chameleon Couch	Home USA	1/7/11	649.99	2	1,299.98		1,299.98	
15	Media Armoire	Home USA	1/7/11	329.95	6	1,979.70		1,979.70	
16	Bamboo Coffee Table	Home USA	1/10/11	139.95	10	1,399.50		1,399.50	
17	Media Armoire	B&B Spaces	1/10/11	329.95	13	4,289.35		4,289.35	
18	Media Armoire	Home USA	1/10/11	329.95	4	1,319.80		1,319.80	
19	Bamboo Coffee Table	B&B Spaces	1/11/11	139.95	11	1,539.45		1,539.45	
20	Captain Recliner	B&B Spaces	1/11/11	299.95	7	2,099.65		2,099.65	

Ready Accessibility: Investigate

6. IF VLOOKUP COUNTIF • Saved to this PC

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Function Library: Insert Function, AutoSum, Recently Used, Financial, Logical, Text, Date & Time, Lookup & Reference, Math & Trig, More Functions, Name Manager, Define Name, Use in Formula, Create from Selection, Defined Names, Trace Precedents, Trace Dependents, Show Formulas, Error Checking, Evaluate Formula, Watch Window, Formula Auditing.

G7

	A	B	C	D	E	F	G	H	I
1	No Obstacles HOME								
2	Furniture Sales - 2011 and 2012								
3									
4	No shipping charge for orders over \$1,500; others - 2% of cost								
5									
6	Product	Customer	Date	Item Cost	No.Items	Total Cost	Shipping	Total	
7	Captain Recliner	B&B Spaces	1/2/11	289.95	5	1,449.75		1,449.75	
8	Media Armoire	Home USA	1/2/11	329.95	2	659.90		659.90	
9	Bamboo End Table	Ellington Designs	1/3/11	64.95	7	454.65		454.65	
10	Bamboo Coffee Table	Ellington Designs	1/4/11	139.95	3	419.85		419.85	
11	Bamboo End Table	B&B Spaces	1/4/11	64.95	12	779.40		779.40	
12	Chameleon Couch	Ellington Designs	1/6/11	649.99	4	2,599.96		2,599.96	
13	Bamboo End Table	Home USA	1/7/11	64.95	10	649.50		649.50	
14	Chameleon Couch	Home USA	1/7/11	649.99	2	1,299.98		1,299.98	
15	Media Armoire	Home USA	1/7/11	329.95	6	1,979.70		1,979.70	
16	Bamboo Coffee Table	Home USA	1/10/11	139.95	10	1,399.50		1,399.50	
17	Media Armoire	B&B Spaces	1/10/11	329.95	13	4,289.35		4,289.35	
18	Media Armoire	Home USA	1/10/11	329.95	4	1,319.80		1,319.80	
19	Bamboo Coffee Table	B&B Spaces	1/11/11	139.95	11	1,539.45		1,539.45	
20	Captain Recliner	B&B Spaces	1/11/11	299.95	7	2,099.65		2,099.65	

Enter Accessibility: Investigate

25°C Sunny

6. IF VLOOKUP COUNTIF - Saved to this PC

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Insert Function

Function Library

AutoSum Recently Used Financial Logical Text Date & Time Lookup & Reference Math & Trig More Functions

Name Manager Define Name Use in Formula Create from Selection Defined Names

Trace Precedents Trace Dependents Remove Arrows Show Formulas Error Checking Evaluate Formula Formula Auditing Watch Window

G7

A B C D E F G H I

1 No Obstacles HOME

2 Furniture Sales - 2011 and 2012

3

4 No shipping charge for orders over \$1,500; others - 2% of cost

5

Product	Customer	Date	Item Cost	No.Items	Total Cost	Shipping	Total
Captain Recliner	B&B Spaces	1/2/11	289.95	5	1,449.75		1,449.75
Media Armoire	Home USA	1/2/11	329.95	2	659.90		659.90
Bamboo End Table	Ellington Designs	1/3/11	64.95	7	454.65		454.65
Bamboo Coffee Table	Ellington Designs	1/4/11	139.95	3	419.85		419.85
Bamboo End Table	B&B Spaces	1/4/11	64.95	12	779.40		779.40
Chameleon Couch	Ellington Designs	1/6/11	649.99	4	2,599.96		2,599.96
Bamboo End Table	Home USA	1/7/11	64.95	10	649.50		649.50
Chameleon Couch	Home USA	1/7/11	649.99	2	1,299.98		1,299.98
Media Armoire	Home USA	1/7/11	329.95	6	1,979.70		1,979.70
Bamboo Coffee Table	Home USA	1/10/11	139.95	10	1,399.50		1,399.50
Media Armoire	B&B Spaces	1/10/11	329.95	13	4,289.35		4,289.35
Media Armoire	Home USA	1/10/11	329.95	4	1,319.80		1,319.80
Bamboo Coffee Table	B&B Spaces	1/11/11	139.95	11	1,539.45		1,539.45
Captain Recliner	B&B Spaces	1/11/11	299.95	7	2,099.65		2,099.65

IF Function VLOOKUP-Approximate VLOOKUP-Exact COUNTIF

Ready Accessibility: Investigate

6. IF VLOOKUP COUNTIF - Saved to this PC

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Insert Function

Function Library

AutoSum Recently Used Financial Logical Text Date & Time Lookup & Reference Math & Trig More Functions

Name Manager Define Name Use in Formula Create from Selection Defined Names

Trace Precedents Trace Dependents Remove Arrows Show Formulas Error Checking Evaluate Formula Formula Auditing Watch Window

IF

A B C D E F G H I

1

2

3

4

5

6 Product Customer

7 Captain Recliner B&B Spaces

8 Media Armoire Home USA

9 Bamboo End Table Ellington De

10 Bamboo Coffee Table Ellington De

11 Bamboo End Table B&B Spaces

12 Chameleon Couch Ellington Designs

13 Bamboo End Table Home USA

14 Chameleon Couch Home USA

15 Media Armoire Home USA

16 Bamboo Coffee Table Home USA

17 Media Armoire B&B Spaces

18 Media Armoire Home USA

19 Bamboo Coffee Table B&B Spaces

20 Captain Recliner B&B Spaces

1/6/11 649.99 4 2,599.96 2,599.96

1/7/11 64.95 10 649.50 649.50

1/7/11 649.99 2 1,299.98 1,299.98

1/7/11 329.95 6 1,979.70 1,979.70

1/10/11 139.95 10 1,399.50 1,399.50

1/10/11 329.95 13 4,289.35 4,289.35

1/10/11 329.95 4 1,319.80 1,319.80

1/11/11 139.95 11 1,539.45 1,539.45

1/11/11 299.95 7 2,099.65 2,099.65

others - 2% of cost

Total Cost Shipping Total

1,449.75 = 1,449.75

659.90 659.90

454.65 454.65

419.85 419.85

779.40 779.40

2,599.96 2,599.96

649.50 649.50

1,299.98 1,299.98

1,979.70 1,979.70

1,399.50 1,399.50

4,289.35 4,289.35

1,319.80 1,319.80

1,539.45 1,539.45

2,099.65 2,099.65

IF(logical_test,value_if_true,value_if_false)

Checks whether a condition is met, and returns one value if TRUE, and another value if FALSE.

Help on this function

OK Cancel

IF Function VLOOKUP-Approximate VLOOKUP-Exact COUNTIF

Edit Accessibility: Investigate

AutoSave Off 6. IF VLOOKUP COUNTIF

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Insert Function AutoSum

Function Arguments

IF

Logical_test = logical

Value_if_true = 0

Value_if_false = 2%*F7

Checks whether a condition is met, and returns one value if TRUE, and another value if FALSE.

Value_if_false is the value that is returned if Logical_test is FALSE. If omitted, FALSE is returned.

Formula result = 29.00

OK Cancel

Help on this function

Product	Home USA	1/2/11	329.95	2	1,449.75	Shipping	Total
Captain Recliner	Home USA	1/2/11	329.95	2	1,449.75	=IF(0,2%*F7)	1,449.75
Media Armoire	Home USA	1/2/11	329.95	2	659.90		659.90
Bamboo End Table	Ellington Designs	1/3/11	64.95	7	454.65		454.65
Bamboo Coffee Table	Ellington Designs	1/4/11	139.95	3	419.85		419.85
Bamboo End Table	B&B Spaces	1/4/11	64.95	12	779.40		779.40
Chameleon Couch	Ellington Designs	1/6/11	649.99	4	2,599.96		2,599.96
Bamboo End Table	Home USA	1/7/11	64.95	10	649.50		649.50
Chameleon Couch	Home USA	1/7/11	649.99	2	1,299.98		1,299.98
Media Armoire	Home USA	1/7/11	329.95	6	1,979.70		1,979.70
Bamboo Coffee Table	Home USA	1/10/11	139.95	10	1,399.50		1,399.50
Media Armoire	B&B Spaces	1/10/11	329.95	13	4,289.35		4,289.35
Media Armoire	Home USA	1/10/11	329.95	4	1,319.80		1,319.80
Bamboo Coffee Table	B&B Spaces	1/11/11	139.95	11	1,539.45		1,539.45
Captain Recliner	B&B Spaces	1/11/11	299.95	7	2,099.65		2,099.65

IF Function VLOOKUP-Approximate VLOOKUP-Exact COUNTIF

AutoSave Off 6. IF VLOOKUP COUNTIF

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Insert Function AutoSum

Function Arguments

IF

Logical_test F7>=1500 = FALSE

Value_if_true 0 = 0

Value_if_false 2%*F7 = 28.995

Checks whether a condition is met, and returns one value if TRUE, and another value if FALSE.

Value_if_false is the value that is returned if Logical_test is FALSE. If omitted, FALSE is returned.

Formula result = 29.00

OK Cancel

Help on this function

Product	Home USA	1/2/11	329.95	2	1,449.75	Shipping	Total
Captain Recliner	Home USA	1/2/11	329.95	2	1,449.75	1500,0.2%*F7	1,449.75
Media Armoire	Home USA	1/2/11	329.95	2	659.90		659.90
Bamboo End Table	Ellington Designs	1/3/11	64.95	7	454.65		454.65
Bamboo Coffee Table	Ellington Designs	1/4/11	139.95	3	419.85		419.85
Bamboo End Table	B&B Spaces	1/4/11	64.95	12	779.40		779.40
Chameleon Couch	Ellington Designs	1/6/11	649.99	4	2,599.96		2,599.96
Bamboo End Table	Home USA	1/7/11	64.95	10	649.50		649.50
Chameleon Couch	Home USA	1/7/11	649.99	2	1,299.98		1,299.98
Media Armoire	Home USA	1/7/11	329.95	6	1,979.70		1,979.70
Bamboo Coffee Table	Home USA	1/10/11	139.95	10	1,399.50		1,399.50
Media Armoire	B&B Spaces	1/10/11	329.95	13	4,289.35		4,289.35
Media Armoire	Home USA	1/10/11	329.95	4	1,319.80		1,319.80
Bamboo Coffee Table	B&B Spaces	1/11/11	139.95	11	1,539.45		1,539.45
Captain Recliner	B&B Spaces	1/11/11	299.95	7	2,099.65		2,099.65

IF Function VLOOKUP-Approximate VLOOKUP-Exact COUNTIF

26°C Sunny

Search

ENG UK 15:29 13/07/2026

1									
2									
3									
4									
5									
6	Product	Customer	Date	Item Cost	No.Items	Total Cost	Shipping	Total	
7	Captain Recliner	B&B Spaces	1/2/11	289.95	5	1,449.75	29.00	1,478.75	
8	Media Armoire	Home USA	1/2/11	329.95	2	659.90	13.20	673.10	
9	Bamboo End Table	Ellington Designs	1/3/11	64.95	7	454.65	9.09	463.74	
10	Bamboo Coffee Table	Ellington Designs	1/4/11	139.95	3	419.85	8.40	428.25	
11	Bamboo End Table	B&B Spaces	1/4/11	64.95	12	779.40	15.59	794.99	
12	Chameleon Couch	Ellington Designs	1/6/11	649.99	4	2,599.96	-	2,599.96	
13	Bamboo End Table	Home USA	1/7/11	64.95	10	649.50	12.99	662.49	
14	Chameleon Couch	Home USA	1/7/11	649.99	2	1,299.98	26.00	1,325.98	
15	Media Armoire	Home USA	1/7/11	329.95	6	1,979.70	-	1,979.70	
16	Bamboo Coffee Table	Home USA	1/10/11	139.95	10	1,399.50	27.99	1,427.49	
17	Media Armoire	B&B Spaces	1/10/11	329.95	13	4,289.35	-	4,289.35	
18	Media Armoire	Home USA	1/10/11	329.95	4	1,319.80	26.40	1,346.20	
19	Bamboo Coffee Table	B&B Spaces	1/11/11	139.95	11	1,539.45	-	1,539.45	
20	Captain Recliner	B&B Spaces	1/11/11	299.95	7	2,099.65	-	2,099.65	
21	Bamboo End Table	Ellington Designs	1/12/11	64.95	11	714.45	14.29	728.74	
22	Chameleon Couch	B&B Spaces	1/12/11	649.99	6	3,899.94	-	3,899.94	
23	Bamboo Coffee Table	Home USA	1/13/11	139.95	10	1,399.50	27.99	1,427.49	
24	Captain Recliner	B&B Spaces	1/13/11	299.95	14	4,199.30	-	4,199.30	
25	Media Armoire	Ellington Designs	1/18/11	329.95	4	1,319.80	26.40	1,346.20	
26	Bamboo End Table	B&B Spaces	1/19/11	64.95	20	1,299.00	25.98	1,324.98	

AutoSave OFF

6. IF VLOOKUP COUNTIF WORKED

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

Function Library: Insert Function, AutoSum, Recently Used, Financial, Logical, Text, Date & Time, Lookup & Reference, Math & Trig, More Functions

Formula Auditing: Define Name, Trace Precedents, Trace Dependents, Show Formulas, Error Checking, Watch Window, Calculate Now, Calculation Options, Calculate Sheet

Formula Bar: =IF (F7>=1500,0,2%*F7)

1																	
2																	
3																	
4																	
5																	
6	Customer	Date	Item Cost	No.Items	Total Cost	Shipping	Total										
7	B&B Spaces	1/2/11	289.95	5	1,449.75	29.00	1,478.75										
8	Home USA	1/2/11	329.95	2	659.90	13.20	673.10										
9	Ellington Designs	1/3/11	64.95	7	454.65	9.09	463.74										
10	Ellington Designs	1/4/11	139.95	3	419.85	8.40	428.25										
11	B&B Spaces	1/4/11	64.95	12	779.40	15.59	794.99										
12	Ellington Designs	1/6/11	649.99	4	2,599.96	-	2,599.96										
13	Home USA	1/7/11	64.95	10	649.50	12.99	662.49										
14	Home USA	1/7/11	649.99	2	1,299.98	26.00	1,325.98										
15	Home USA	1/7/11	329.95	6	1,979.70	-	1,979.70										
16	Home USA	1/10/11	139.95	10	1,399.50	27.99	1,427.49										
17	B&B Spaces	1/10/11	329.95	13	4,289.35	-	4,289.35										
18	Home USA	1/10/11	329.95	4	1,319.80	26.40	1,346.20										
19	B&B Spaces	1/11/11	139.95	11	1,539.45	-	1,539.45										
20	B&B Spaces	1/11/11	299.95	7	2,099.65	-	2,099.65										
21	Ellington Designs	1/12/11	64.95	11	714.45	14.29	728.74										
22	B&B Spaces	1/12/11	649.99	6	3,899.94	-	3,899.94										
23	Home USA	1/13/11	139.95	10	1,399.50	27.99	1,427.49										
24	B&B Spaces	1/13/11	299.95	14	4,199.30	-	4,199.30										
25	Ellington Designs	1/18/11	329.95	4	1,319.80	26.40	1,346.20										
26	B&B Spaces	1/19/11	64.95	20	1,299.00	25.98	1,324.98										
27	Home USA	1/20/11	329.95	8	2,639.60	-	2,639.60										
28	Home USA	1/22/11	64.95	11	714.45	14.29	728.74										
29	Ellington Designs	1/24/11	299.95	13	3,899.35	-	3,899.35										
30	B&B Spaces	1/24/11	329.95	7	2,309.65	-	2,309.65										

Ready Accessibility: Investigate

	No Obstacles HOME									
	Furniture Sales - 2011 and 2012									
	No shipping charge for order									
6	Product	Customer	Date	Item Cost	No.Items	Total Cost	Shipping		Tot	
7	Captain Recliner	B&B Spaces	40545	289.95	5	=D7*E7	=IF(F7>=1500,0,2%*F7)		=F7+G7	
8	Media Armoire	Home USA	40545	329.95	2	=D8*E8	=IF(F8>=1500,0,2%*F8)		=F8+G8	
9	Bamboo End Table	Ellington Designs	40546	64.95	7	=D9*E9	=IF(F9>=1500,0,2%*F9)		=F9+G9	
10	Bamboo Coffee Table	Ellington Designs	40547	139.95	3	=D10*E10	=IF(F10>=1500,0,2%*F10)		=F10+G10	
11	Bamboo End Table	B&B Spaces	40547	64.95	12	=D11*E11	=IF(F11>=1500,0,2%*F11)		=F11+G11	
12	Chameleon Couch	Ellington Designs	40549	649.99	4	=D12*E12	=IF(F12>=1500,0,2%*F12)		=F12+G12	
13	Bamboo End Table	Home USA	40550	64.95	10	=D13*E13	=IF(F13>=1500,0,2%*F13)		=F13+G13	
14	Chameleon Couch	Home USA	40550	649.99	2	=D14*E14	=IF(F14>=1500,0,2%*F14)		=F14+G14	
15	Media Armoire	Home USA	40550	329.95	6	=D15*E15	=IF(F15>=1500,0,2%*F15)		=F15+G15	
16	Bamboo Coffee Table	Home USA	40553	139.95	10	=D16*E16	=IF(F16>=1500,0,2%*F16)		=F16+G16	
17	Media Armoire	B&B Spaces	40553	329.95	13	=D17*E17	=IF(F17>=1500,0,2%*F17)		=F17+G17	
18	Media Armoire	Home USA	40553	329.95	4	=D18*E18	=IF(F18>=1500,0,2%*F18)		=F18+G18	
19	Bamboo Coffee Table	B&B Spaces	40554	139.95	11	=D19*E19	=IF(F19>=1500,0,2%*F19)		=F19+G19	
20	Captain Recliner	B&B Spaces	40554	299.95	7	=D20*E20	=IF(F20>=1500,0,2%*F20)		=F20+G20	
21	Bamboo End Table	Ellington Designs	40555	64.95	11	=D21*E21	=IF(F21>=1500,0,2%*F21)		=F21+G21	
22	Chameleon Couch	B&B Spaces	40555	649.99	6	=D22*E22	=IF(F22>=1500,0,2%*F22)		=F22+G22	
23	Bamboo Coffee Table	Home USA	40556	139.95	10	=D23*E23	=IF(F23>=1500,0,2%*F23)		=F23+G23	
24	Captain Recliner	B&B Spaces	40556	299.95	14	=D24*E24	=IF(F24>=1500,0,2%*F24)		=F24+G24	
25	Media Armoire	Ellington Designs	40561	329.95	4	=D25*E25	=IF(F25>=1500,0,2%*F25)		=F25+G25	
26	Bamboo End Table	B&B Spaces	40562	64.95	20	=D26*E26	=IF(F26>=1500,0,2%*F26)		=F26+G26	
27	Media Armoire	Home USA	40563	329.95	8	=D27*E27	=IF(F27>=1500,0,2%*F27)		=F27+G27	
28	Bamboo End Table	Home USA	40565	64.95	11	=D28*E28	=IF(F28>=1500,0,2%*F28)		=F28+G28	
29	Captain Recliner	Ellington Designs	40567	299.95	13	=D29*E29	=IF(F29>=1500,0,2%*F29)		=F29+G29	
30	Media Armoire	B&B Spaces	40567	329.95	7	=D30*E30	=IF(F30>=1500,0,2%*F30)		=F30+G30	

IF Function

VLOOKUP-Approximate

VLOOKUP-Exact

COUNTIF

+

Task 4. Communication and Collaboration applications

Task 4a

Analyse one contemporary Communication and one Online Collaboration applications/tools

Contemporary Communication Application – MS Outlook



Microsoft Outlook is an application that enables you to send emails, manage contacts and calendar information. Also lets you use task management features. It is also the main email client for Microsoft Exchange server.

Outlook replaced previous mail software, such as Schedule+, Microsoft Mail and Windows Messaging back in 1997.

In its infancy Outlook was primed for managing emails, tasks and contacts. It was also able to handle one's calendar, schedule meetings and appointments and evolved from there

Outlook Milestones:

1997: Microsoft Launch Outlook

Outlook 2000: The version of Outlook released in 2000 was the first to focus on email and calendar integration. It also offered new features such as improved mobile device support and an improved address book.

Outlook 2003: Outlook 2003 brought further improvements in terms of calendar and task management. It introduced a clean, color-coded calendar view and allowed tasks to be viewed on the calendar page. Search has also been improved to allow faster and more accurate searching of emails.

Outlook 2007: Other significant features added with the release of Outlook 2007 in 2006 included the ability to subscribe to emails as RSS feeds and improved contact management. This version of Outlook also introduced a new ribbon interface that replaces the menus and toolbars with a tab divided into sections. This allowed users easier navigation and access to commonly used features. Outlook 2007 also offered better integration with SharePoint and improved search capabilities.

Outlook 2010: Outlook 2010 was released in May 2010. The main innovations were the integration of social media platforms such as LinkedIn and Facebook into Outlook's contacts and the improvements to email functions. A new feature, the "Quick Steps," allowed users to perform common actions with just one click. Another major innovation was the introduction of Outlook Mobile, a mobile app that gave users access to their email and calendar.

Outlook 2013: One of the most notable changes in Outlook 2013 was the new design. Microsoft has modernized the Outlook interface and adapted it to the Windows 8 design, significantly improving its usability.

Another important innovation in Outlook 2013 was the integration of Outlook.com. Users could set up their Outlook.com email address directly in Outlook, centralizing their email and contacts. This integration has made it easier for users to sync their email and contacts between different devices and access their content.

Outlook 2013: also brought improvements in the handling of tasks and calendars. Creating and managing tasks became easier, and calendar integration was more seamless. Users could now display their calendars directly in Outlook and easily create and organize appointments.

Outlook 2016: This release featured a number of improvements including integration with OneDrive, Microsoft's cloud storage service. OneDrive allowed users to add files and attachments directly from their

cloud storage without having to download them to their local computer. Outlook 2016 also offered improved search capabilities, allowing users to quickly and easily search for emails, contacts, and calendar items. But with an Outlook add-on like the Lookeen search software, the Outlook search delivers results in a matter of seconds!

Outlook 2019

2019 was a year that brought many changes for Outlook. In January, it was announced that Microsoft Outlook.com, Microsoft's free webmail service, would migrate to the same infrastructure as Office 365. This move meant better integration with the other Office products, as well as improved security and performance.

In the same year, Microsoft also introduced new features for the Outlook app on mobile devices. These included a new design and the ability to create and edit calendar events directly in the app.

Outlook 2021 to date

In the latest Outlook version, Outlook 2021, Microsoft introduced a variety of updates and new features. One of the most important changes is the integration of Microsoft Teams. With this integration, Outlook users can access Teams meetings directly from their inboxes without having to switch apps. This has helped increase the efficiency and productivity of Teams meetings by allowing users to schedule and organize their meetings quickly and seamlessly.

Another major change Microsoft introduced to Outlook is accessibility improvements. These changes include improvements to color contrasts, font sizes and styles, and support for accessibility checks and tools. These changes have helped make the app more accessible for users with disabilities.

Microsoft also introduced a new feature called "Play My Emails". This feature allows users to play their emails using voice commands. This feature uses speech recognition technology to read emails in natural language without the user having to touch the screen.

Another important feature of the new version of Outlook is the improved integration of artificial intelligence (AI). AI technology is used in Outlook to help users manage their emails and tasks. For example, AI can help highlight important emails or automatically schedule appointments based on email content.

In summary, the latest version of Outlook aims to provide users with a seamless and personalized experience tailored to their individual needs. Teams and Outlook Spaces integration aims to improve collaboration and productivity, while AI technology helps automate and simplify email management. We are excited to see what other developments and features Microsoft will introduce for Outlook in the future.

I hope I was able to give you a journey through time into the history of Outlook with this article. Which version of Outlook do you prefer to use? Let me know in the comments. [11] [12]



Microsoft Teams allows every project to be successful with Stakeholders, managers and teams to have good communication and team collaboration. Team members can be based in the office or spread around the world, MS Teams keeps everyone connected. It has become a must application for any size group and projects.

Microsoft Teams was released in 2017, a cloud based collaborative application, part of the Microsoft 365 suite. It has high level cyber security standards with multi-factor authentication keeping it securely organised and connected. As part of the Microsoft 365 it works with IOS, Linux, Android, MAC and Windows platforms and devices. Although MS Teams is a fantastic collaborative and communication software, it's not a project management tool. Team leaders and Project managers should use additional software such as Project Manager, this will assist in tracking, scheduling, planning and completing successful projects.

MS Teams functions by splitting groups / teams into channels, allowing individuals to schedule meetings, share files, host video conferences and chat. A channel can host a whole organisation if required. Team members can be brought into channels by responding to updates or questions via invites or being tagged. Anybody that has access to MS Teams will be able to use SharePoint, this is the collaborative platform from Microsoft where you can keep, accumulate and share files, this also fully integrated with Office 365.

MS Teams Features & Tool:-

Video Conferencing: This is a powerful component offering organisations the capability to host virtual meetings with screen and file sharing, gallery & together modes, background effects and recording functions with end to end encryption.

Virtual Events & Webinars: It will host upto 1000 fully interactive attendees, additional people can attend but there capabilities will be cut to view only.

Real-Time Collaboration: Team members can used Whiteboard allowing idea mapping and visual brainstorming in real time. Also participants can use Word, Excel, PowerPoint with additional Microsoft 365 files in real time.

Phone System (Team Phone): This cloud based function works as VOIP and PSTN calling, featuring call routing with dial pad, call transfer, call queues and voicemail.

Instant Messaging & Chat: You are able to have constant group chat with file sharing, emoji's, GIFs plus threads to keep conversation flows organised.

Microsoft Teams Pros: Microsoft Teams sells itself as a way to increase productivity and strengthen communications, and it excels at both. The biggest pro of MS Teams is that it provides a seamless transition to the digital workplace.

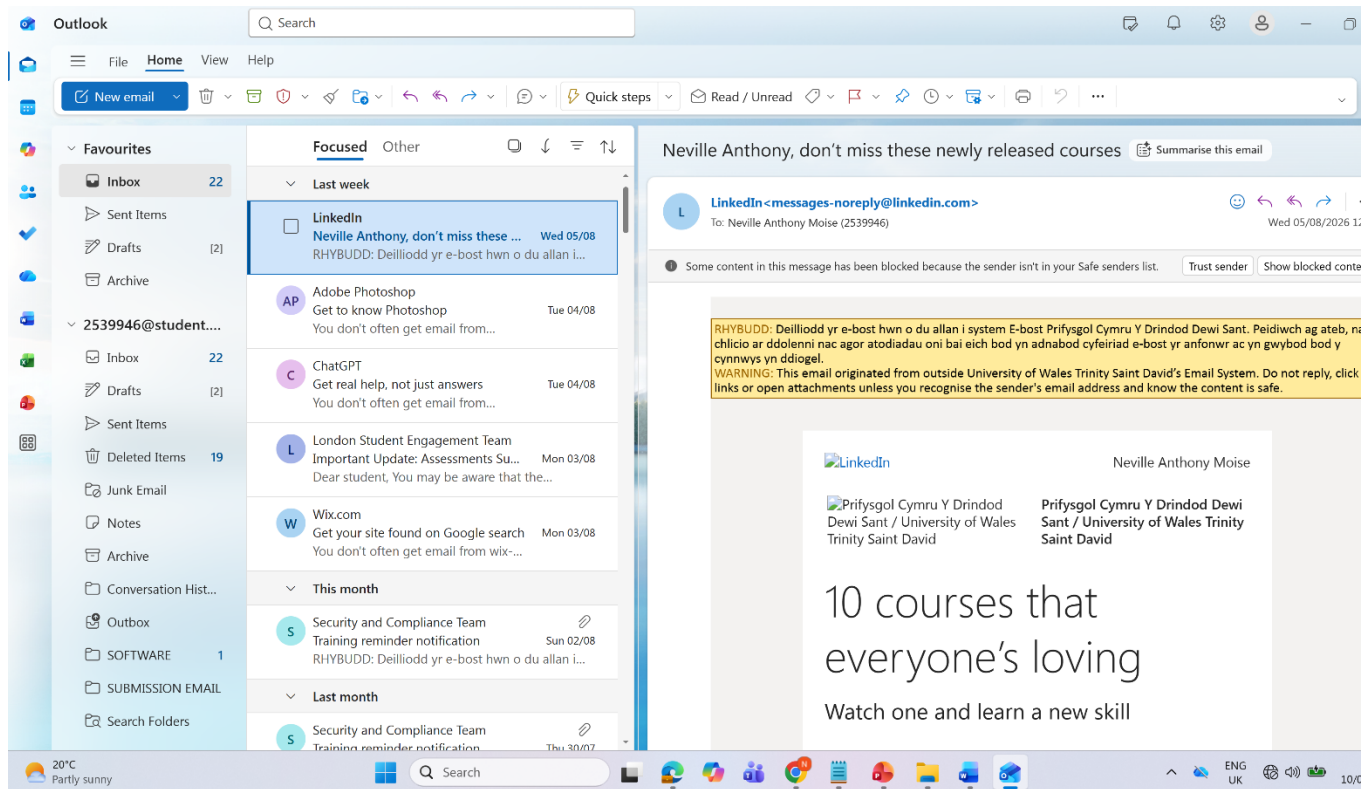
Microsoft Teams Cons: One of the challenges of using Teams is shifting away from Outlook. Moving it off can be a pain point. But for MS Teams to deliver all its promises, users need to migrate to Microsoft Teams. [13]

Task 4b

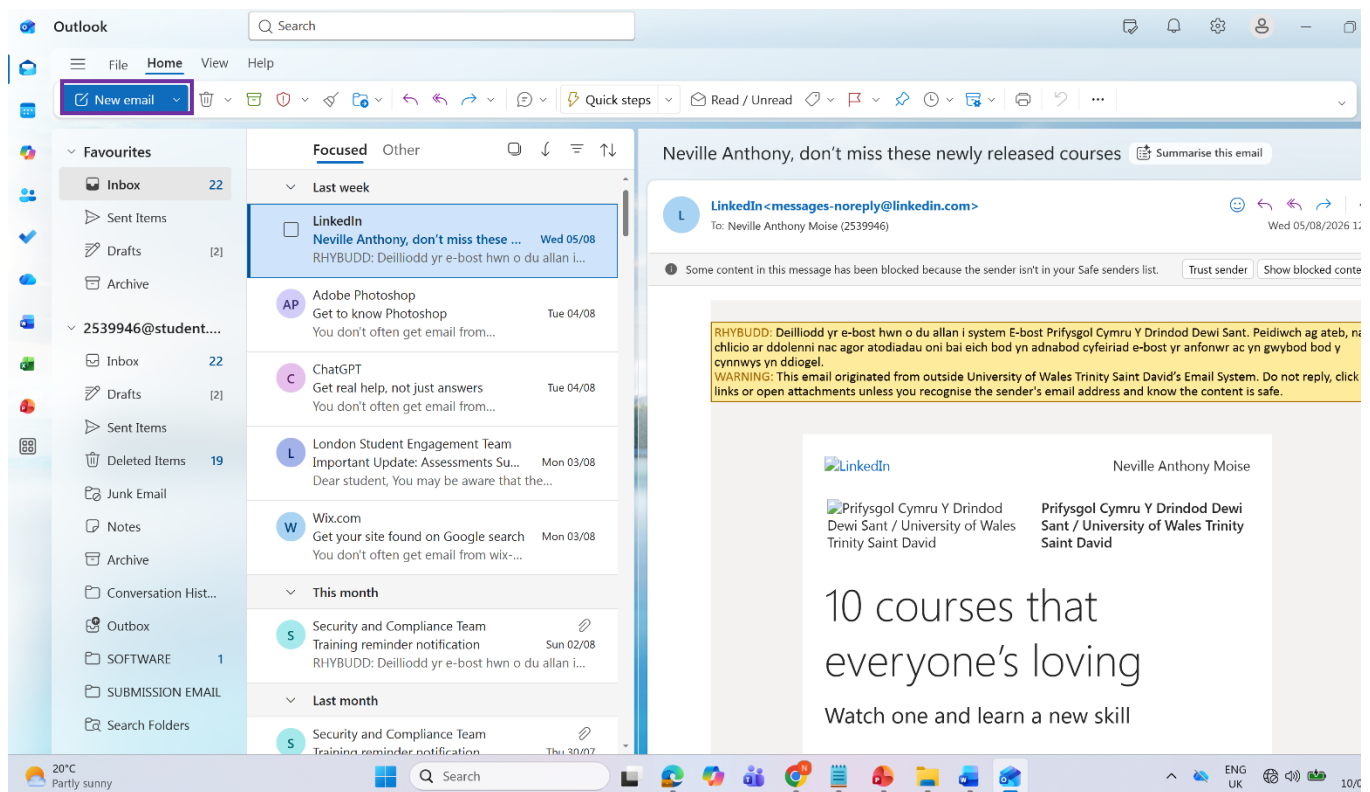
Test one feature of a freely available Communication (1) and one feature of a Collaboration (1) application

Testing Outlook: Sending an email.

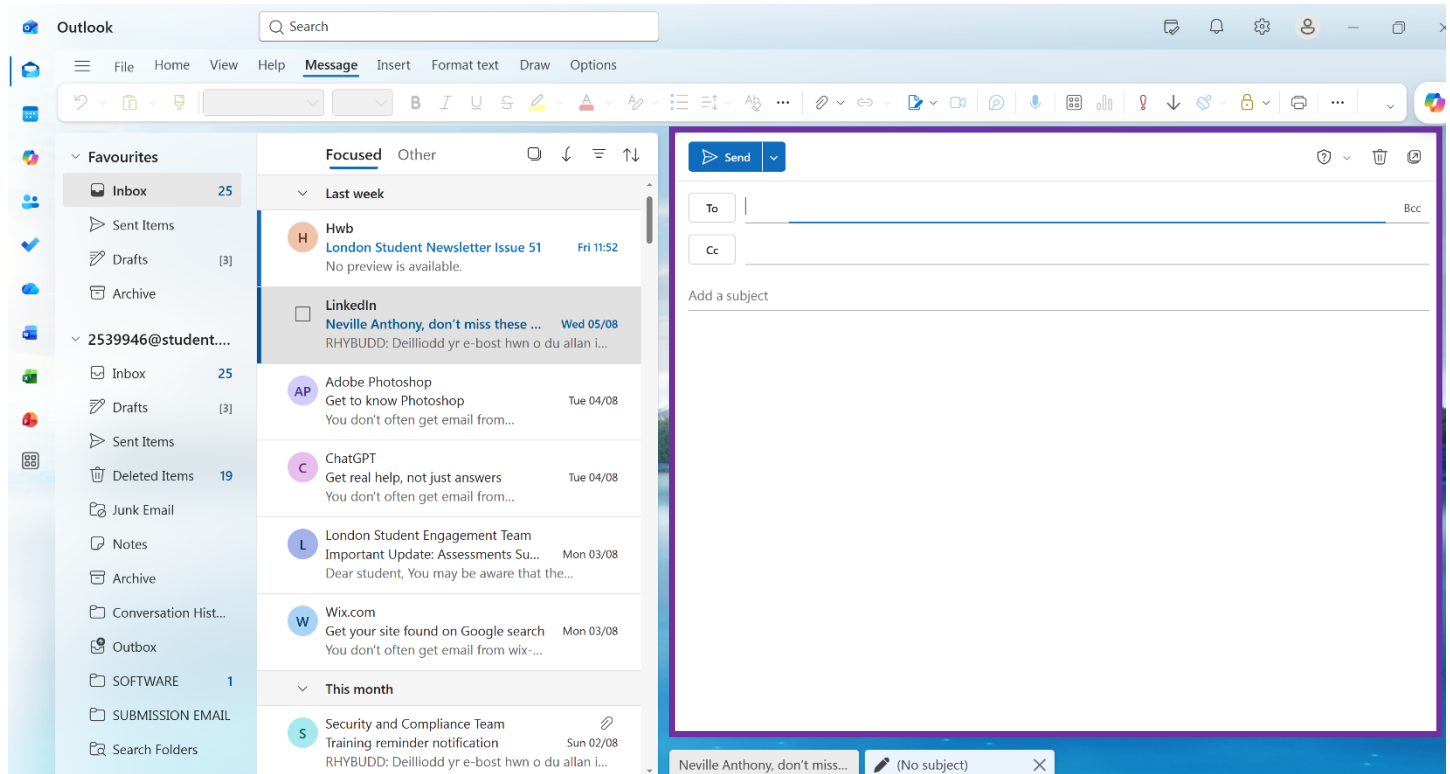
When you open outlook, you come to this opening dashboard.



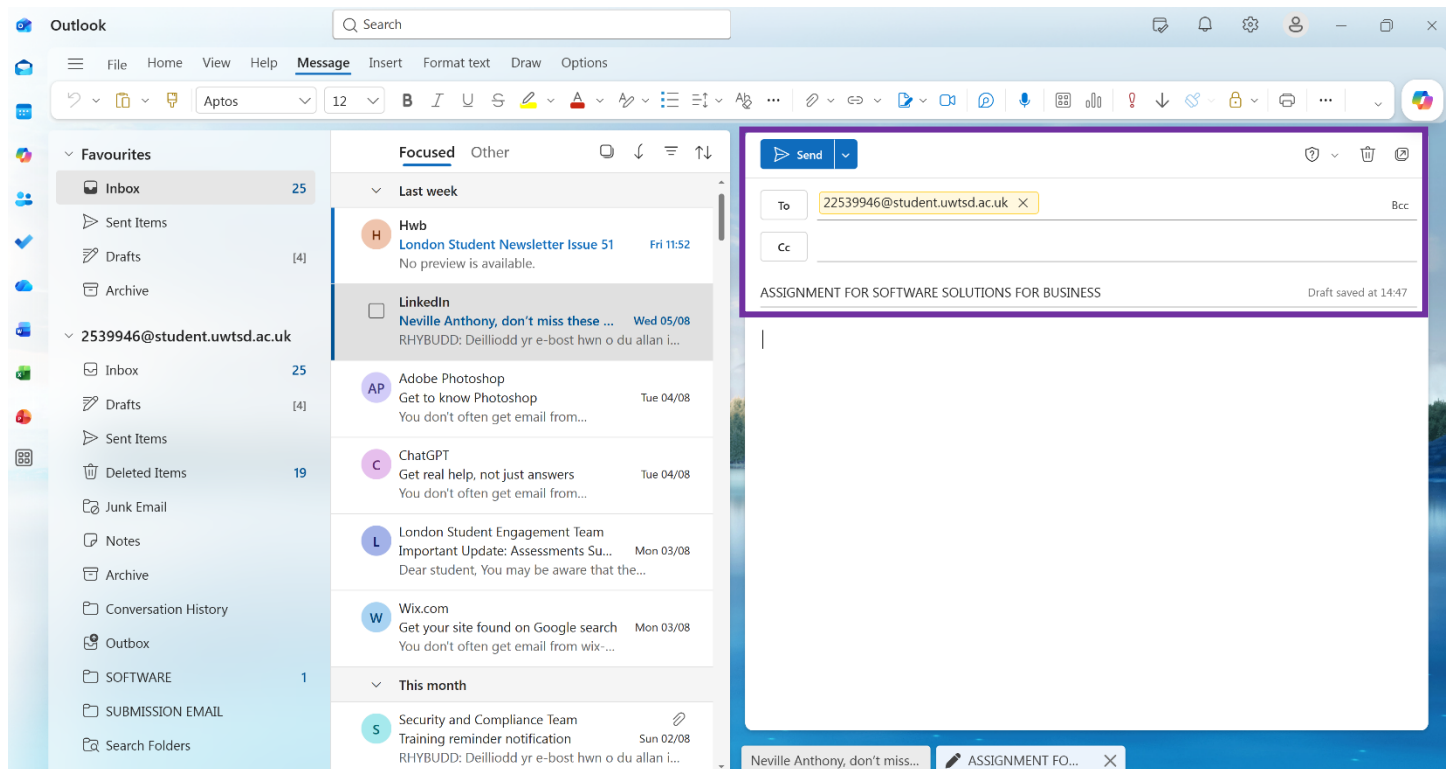
To send an email click New Email



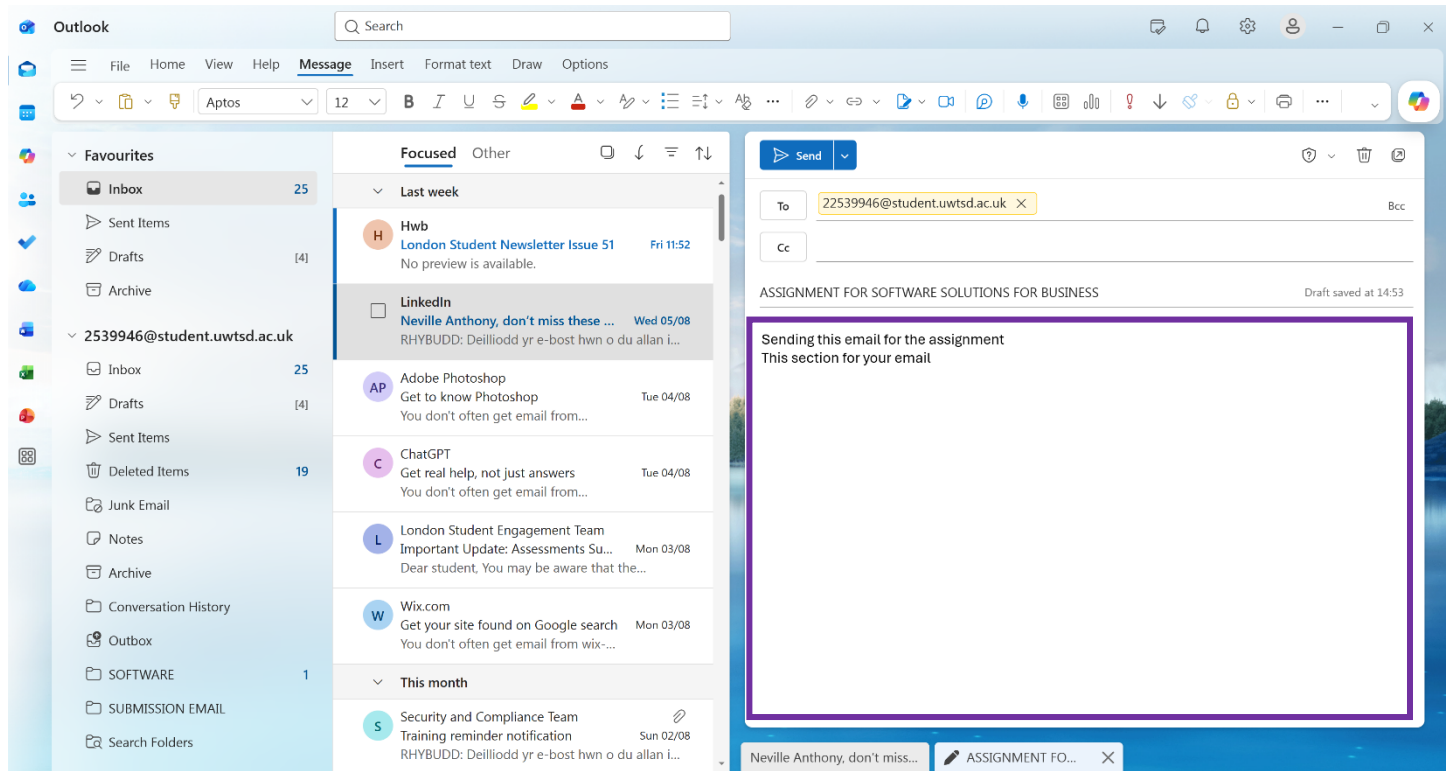
New Email Page



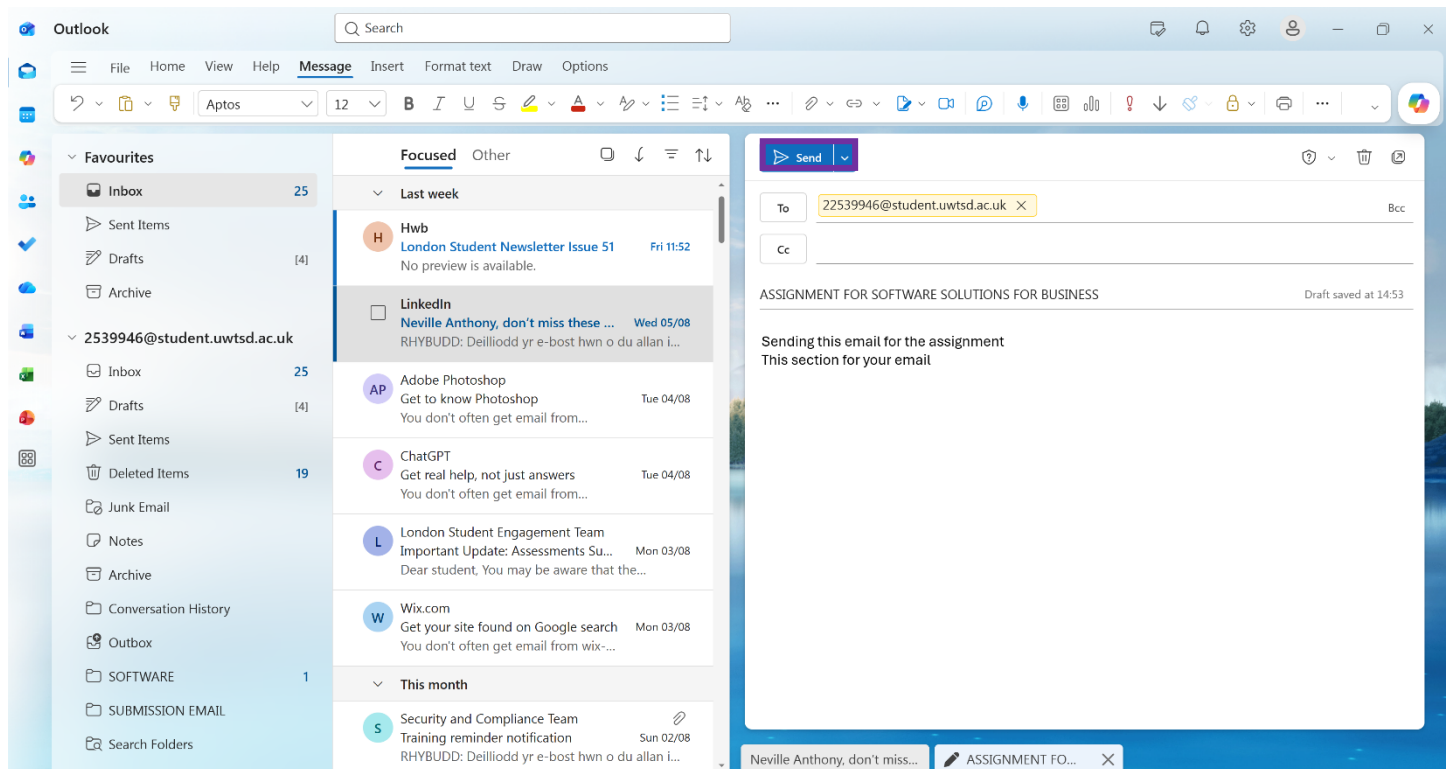
Input Information For Email i.e Recipient(s) and Subject



This section to write your email text



Click on send button to send the email



You can verify email sent, check sent folder

Outlook Search

File Home View Help

New email [Icons] Quick steps Mark all

Favourites

- Inbox 25
- Sent Items**
- Drafts [3]
- Archive

2539946@student.uwtsd.ac.uk

- Inbox 25
- Drafts [3]
- Sent Items**
- Deleted Items 19
- Junk Email
- Notes
- Archive
- Conversation History
- Outbox
- SOFTWARE 1
- SUBMISSION EMAIL
- Search Folders

Sent Items ★ [Icons] By Date

Today

- > 22539946@student.uwtsd.ac.uk
ASSIGNMENT FOR SOFTWARE SOLUTIONS FOR BUSINE... 15:05
Sending this email for the assignment This section for your email

Last month

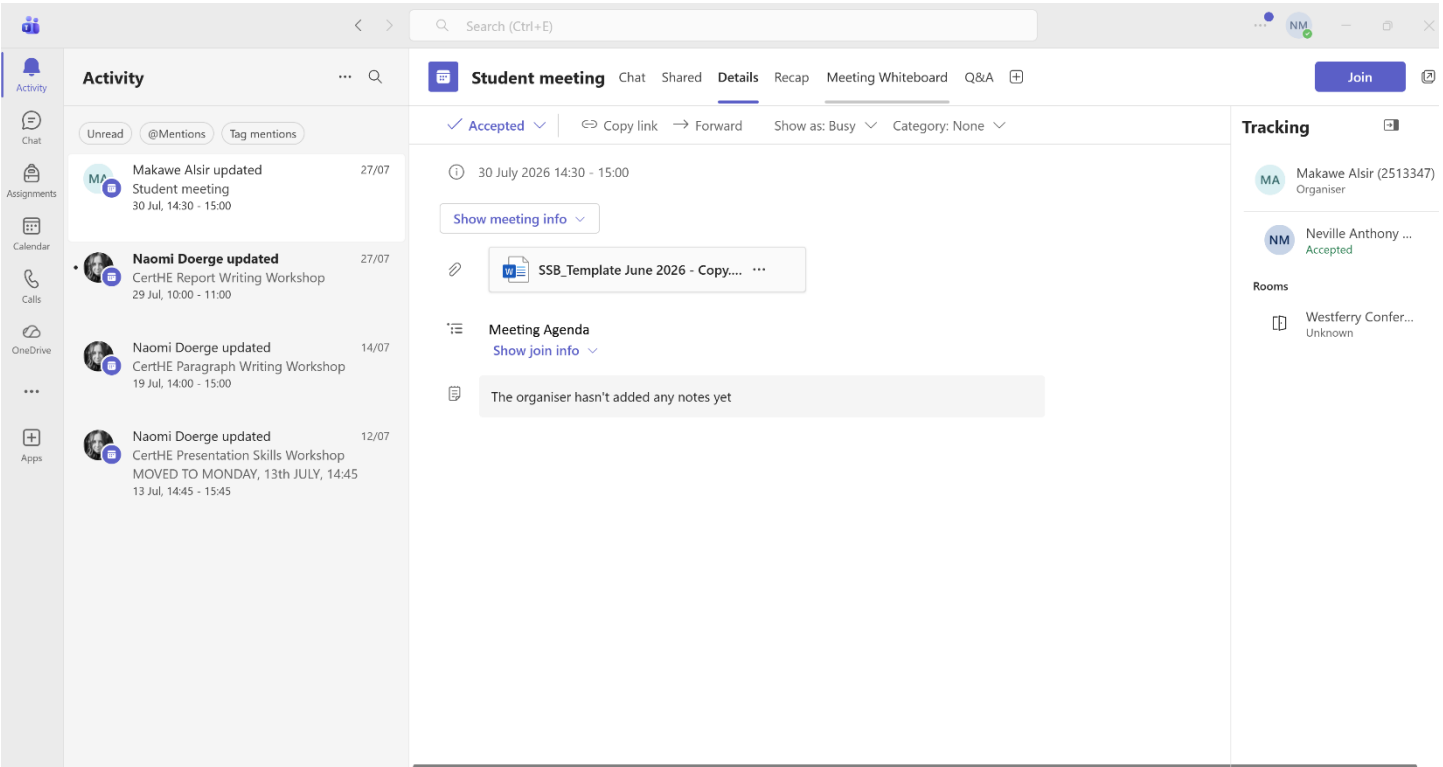
- > Makawe Alsir (2513347)
Student meeting
No preview is available. Mon 27/07
- > Hannah Joanne Munns (2539237)
HOWDY DO
Its me Neville Anthony Mon 13/07
- Kwame Assa-Agyei
WORK / ASSESMENT THUS FAR
Can you check my work done so far pls 07/07/2026

June

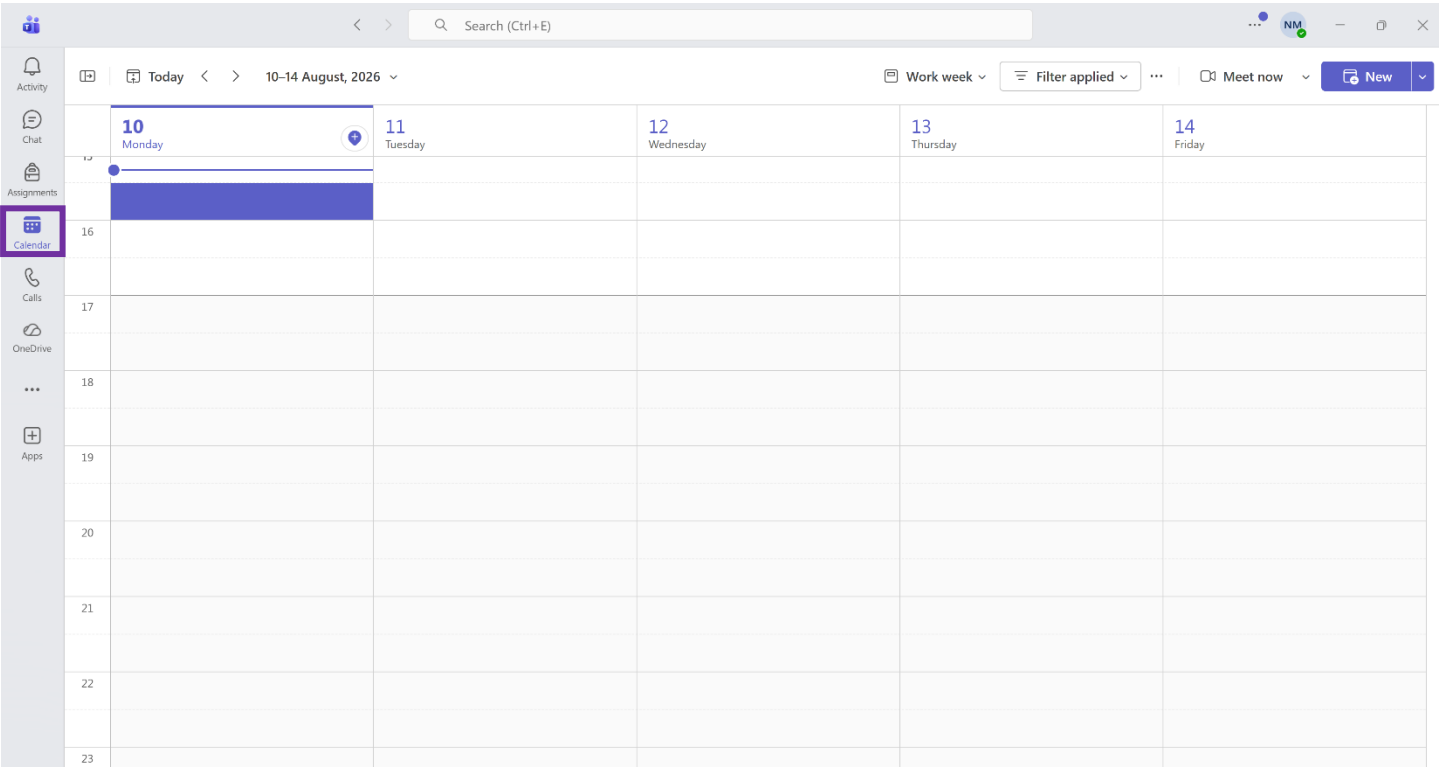
- Suresh Shanmugasundaram
THURSDAY SESSION
Hi Suresh I am a new student attending your classes on Thursd... 09/06/2026

Testing MS Teams: Schedule A Meeting

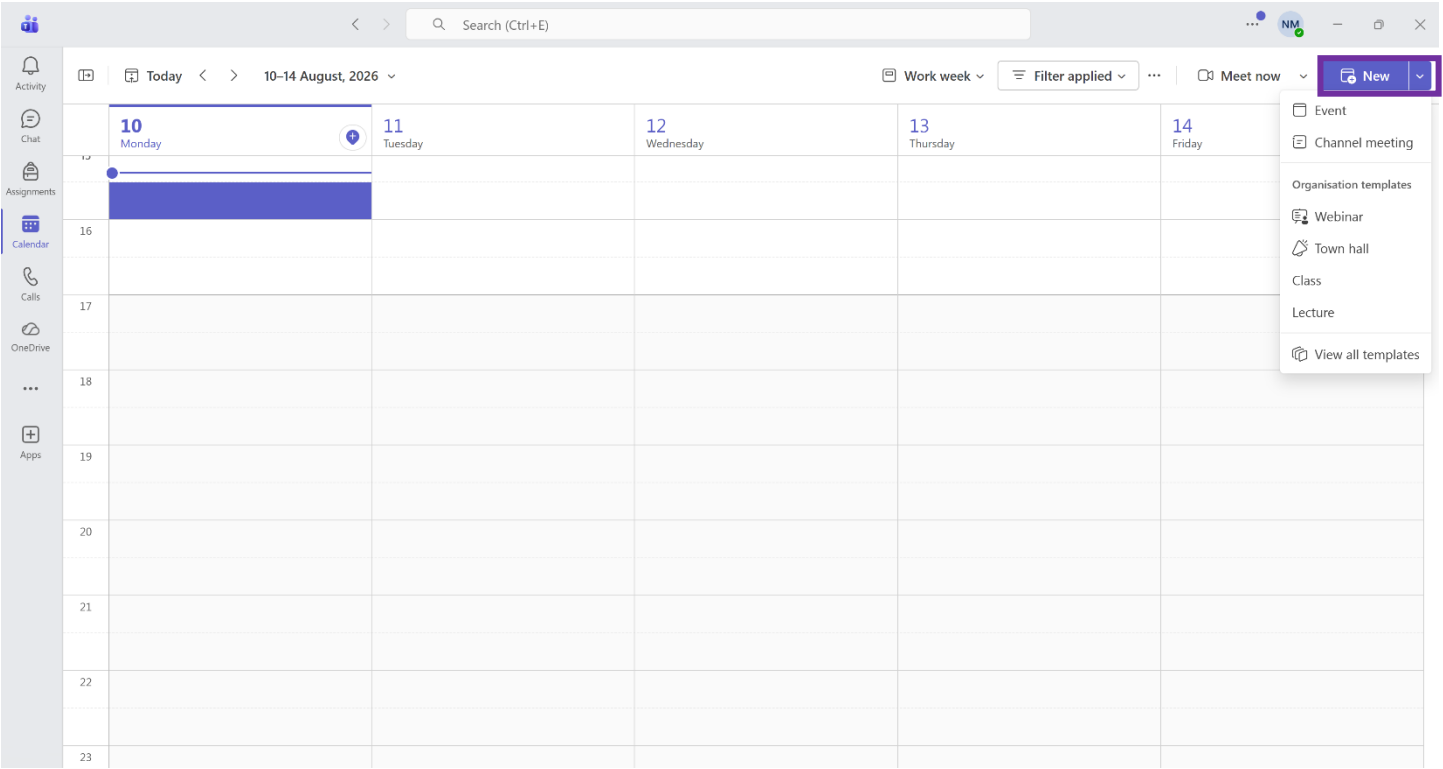
When you open Teams, you come to this dashboard



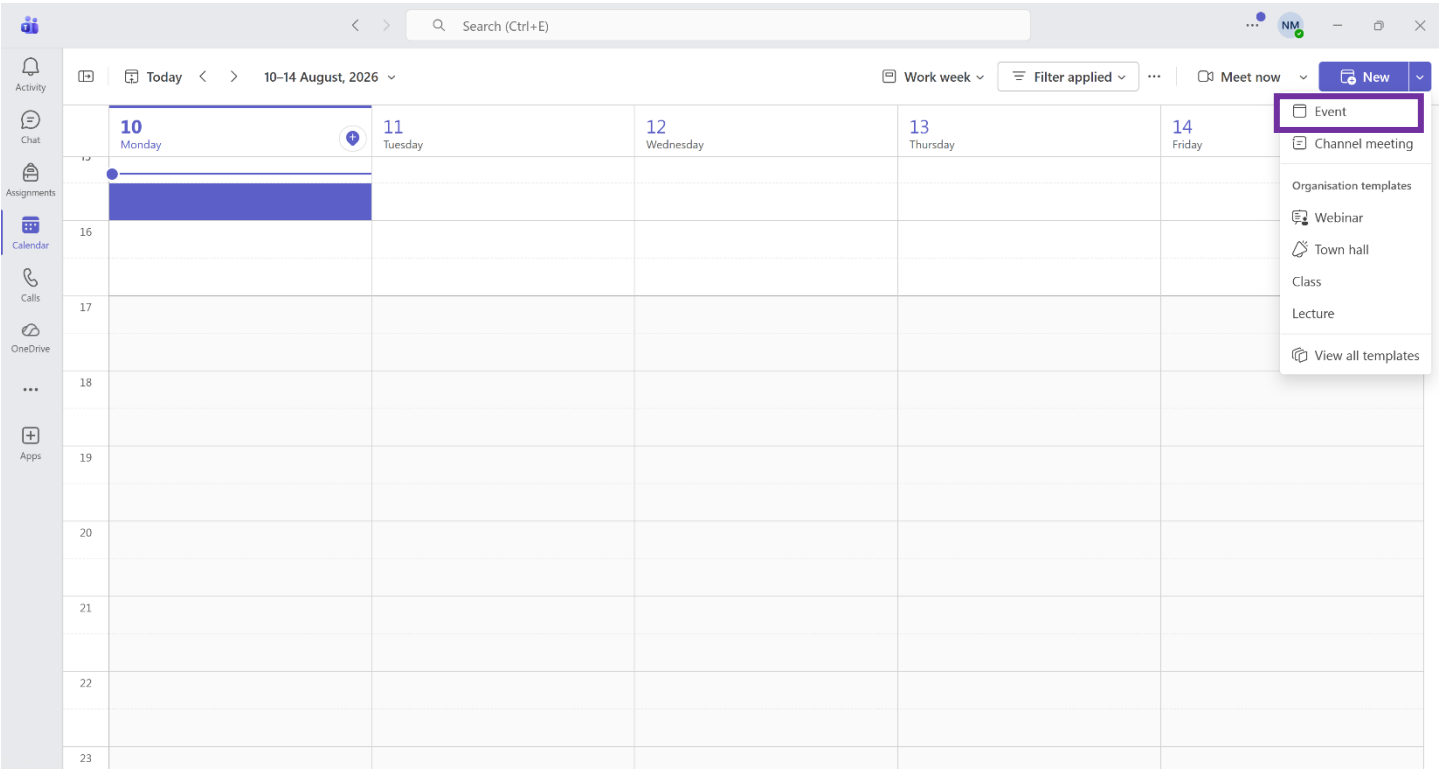
Click on calendar on the left side of the dashboard



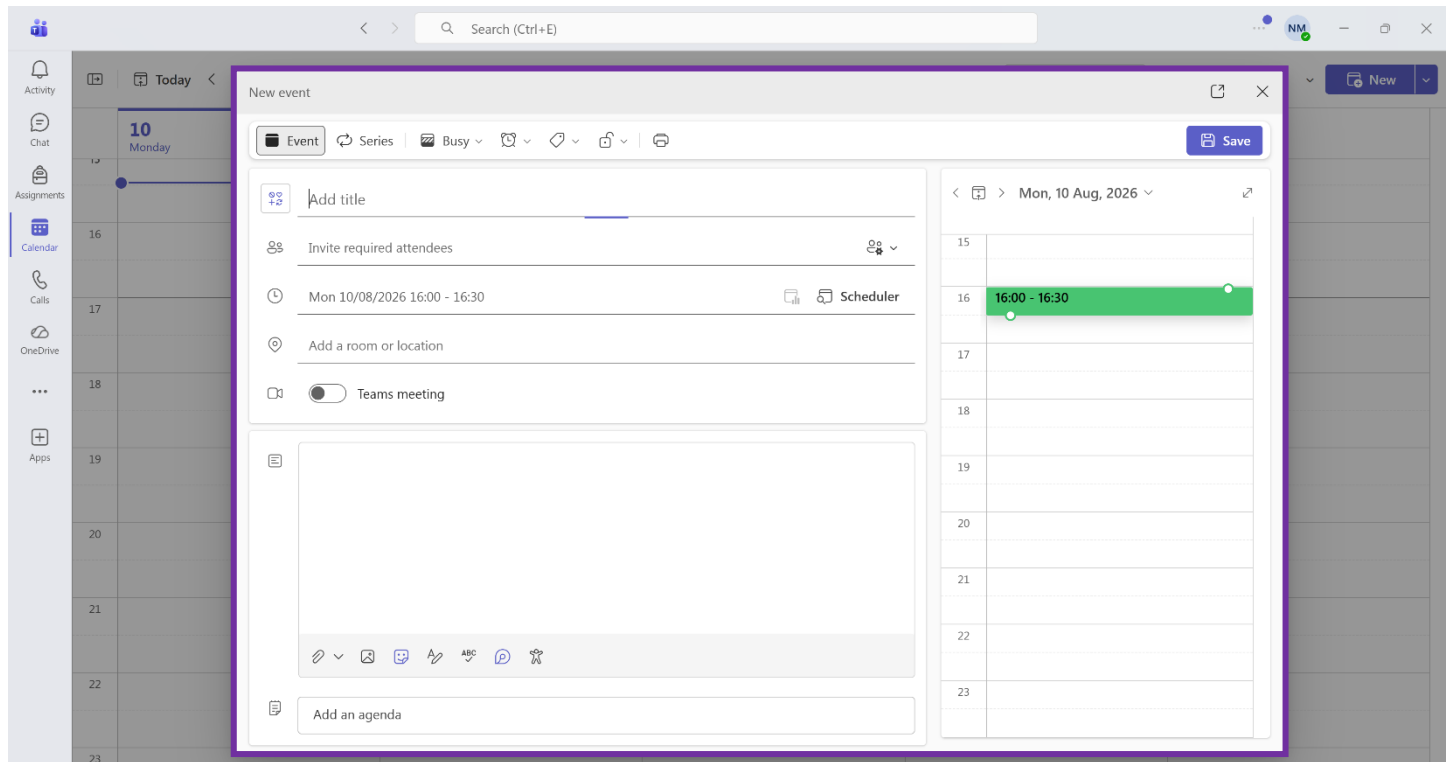
To create a new meeting click on drop down arrow next to New



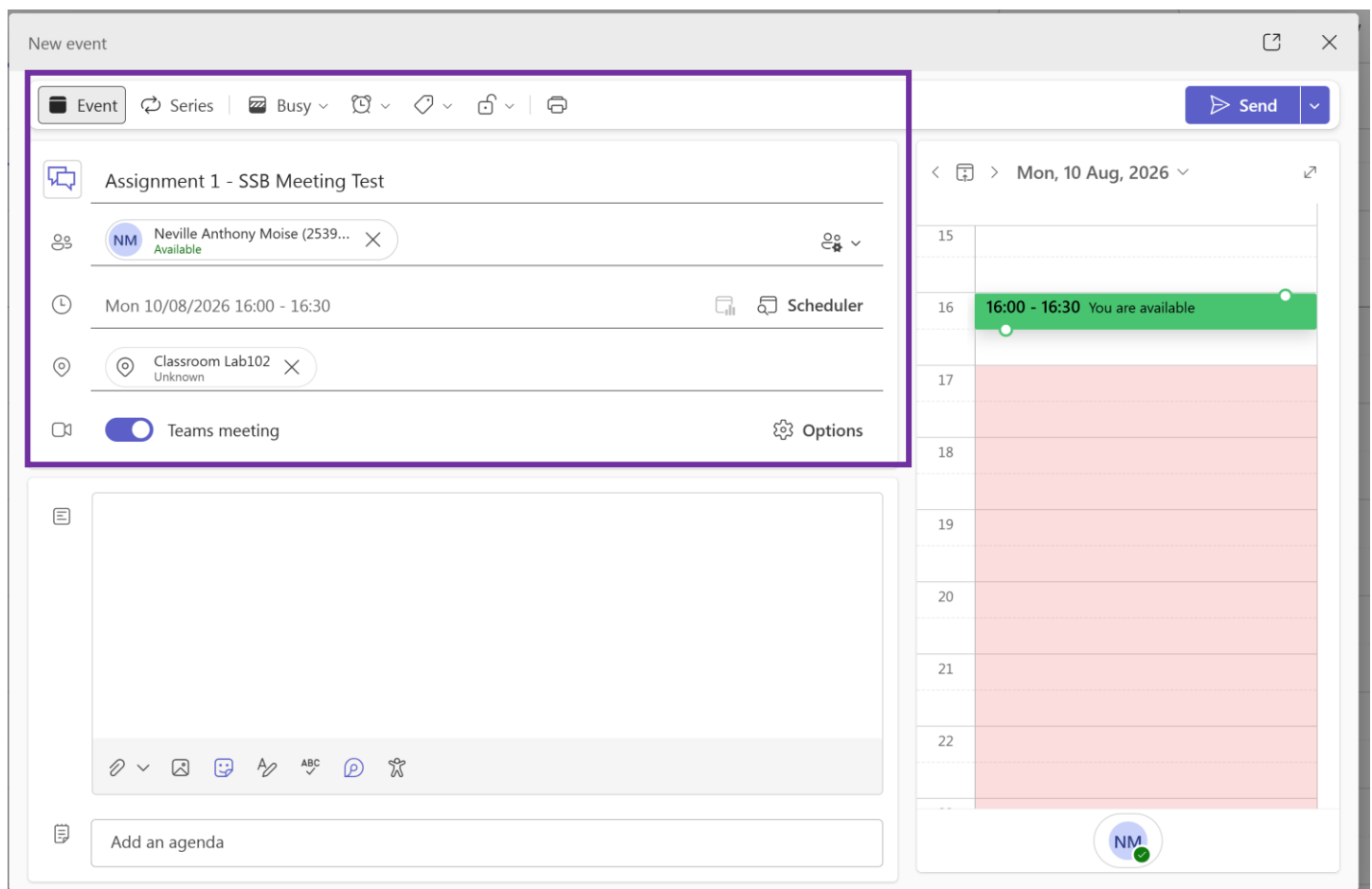
From dropdown menu select Event



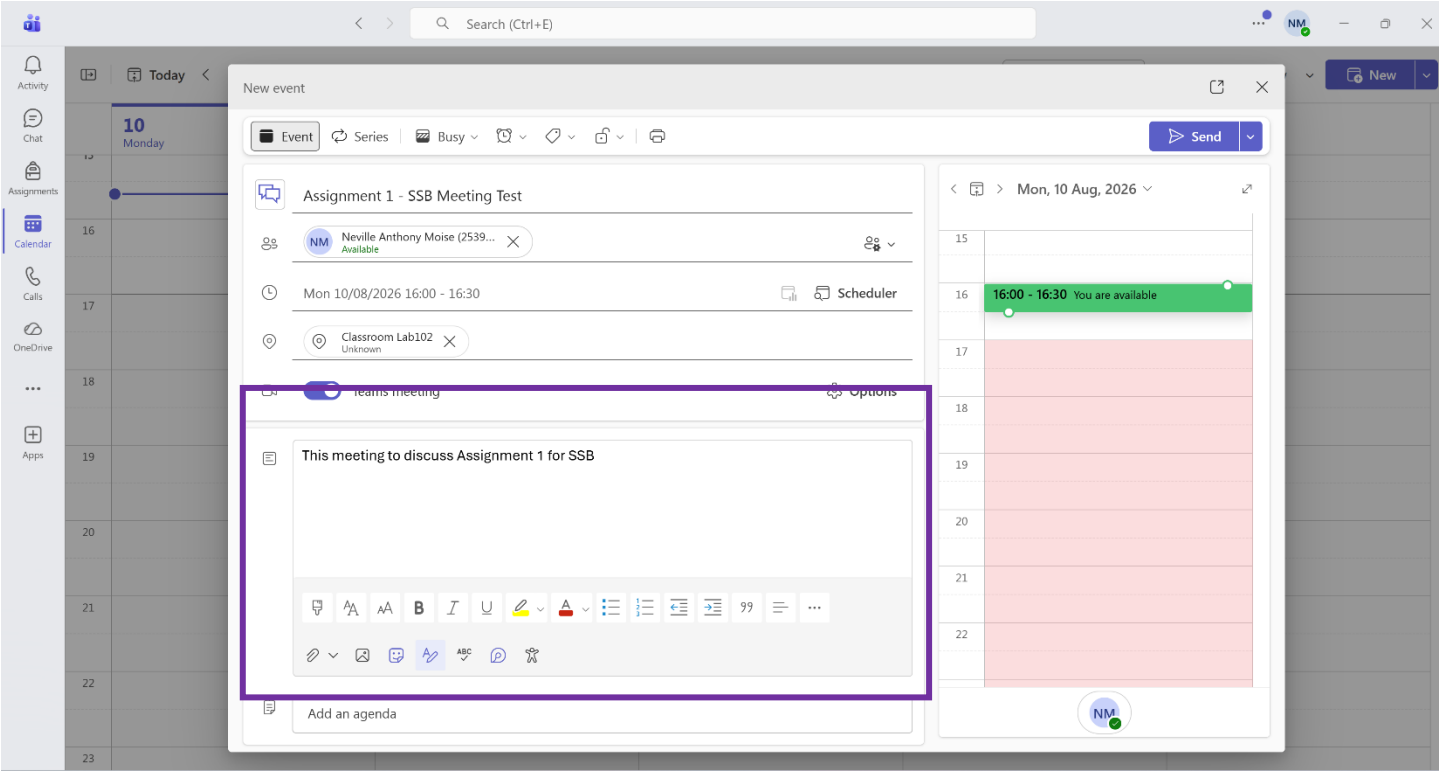
You will come to event page



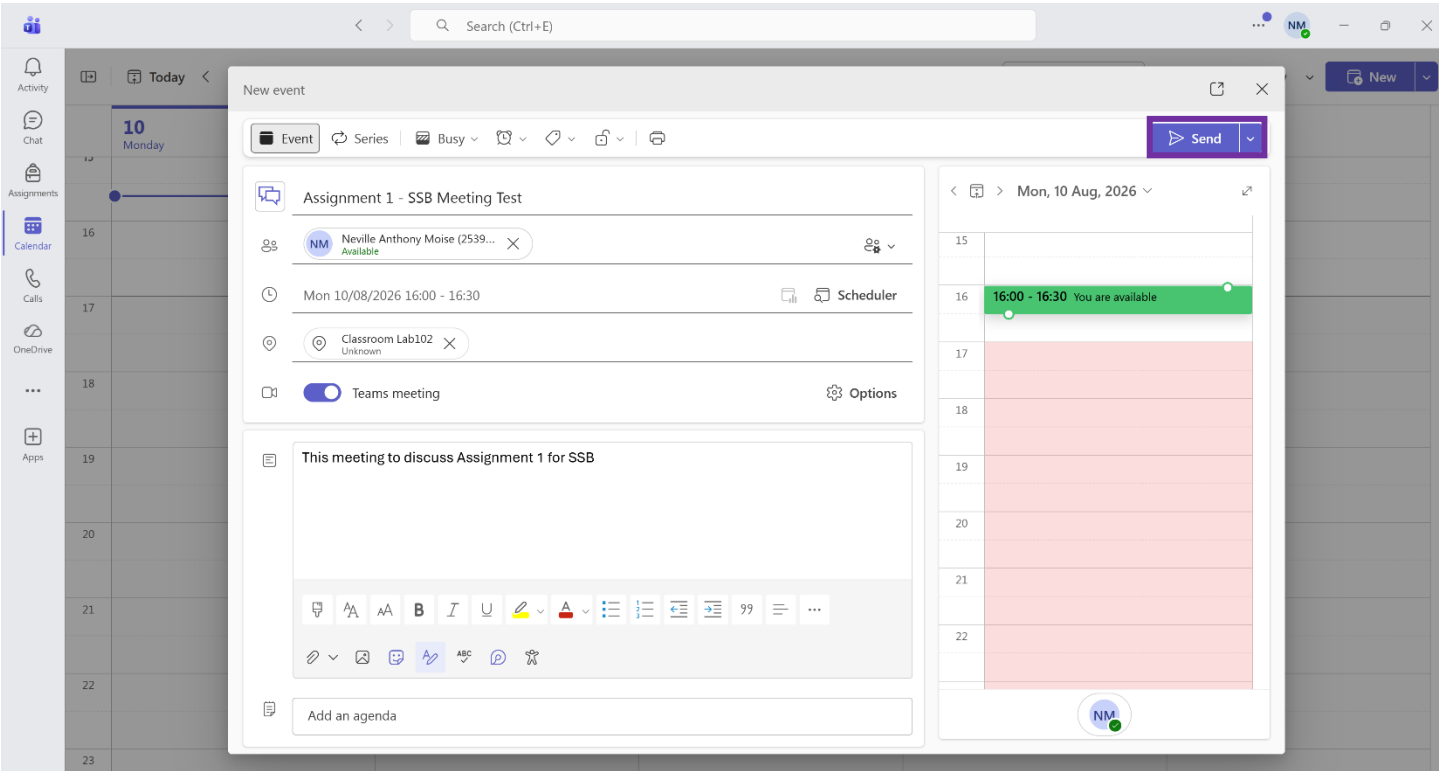
Input attendees (via email address) select date, time and location



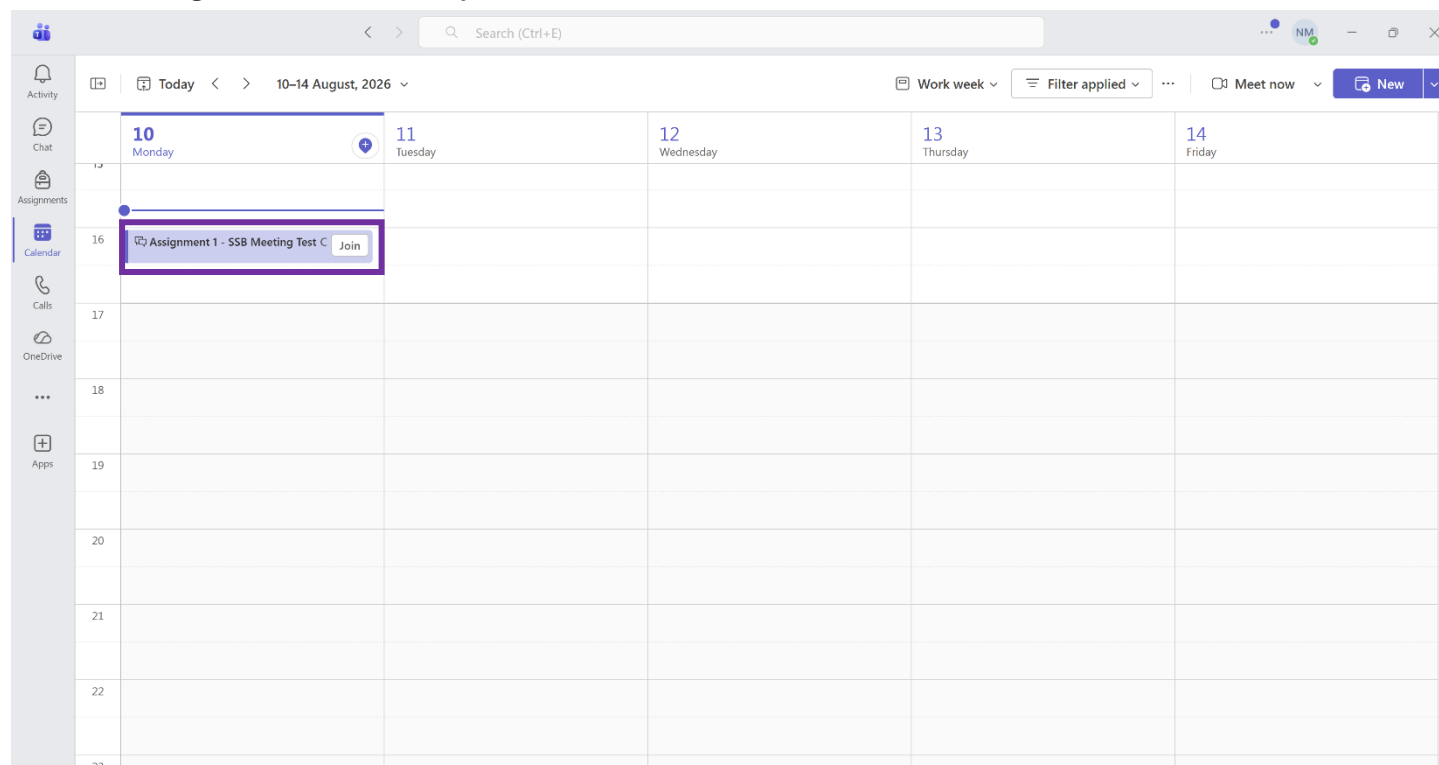
Input information about meeting if required plus can put an agenda underneath



Click on send to create and invite attendees to meeting



Once meeting created, shows in your calendar



Conclusion

This assignment gave me an in-depth understanding of Microsoft applications, including their origins, development, and functionality within a business environment. I also learned how to use tools such as IF LOOKUP functions within Excel, which helped me understand how Microsoft applications can support business tasks and improve efficiency. Overall, I found this assignment very interesting and valuable, as it expanded my knowledge and practical skills.

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