

COMPUTING SKILLS FOR THE WORKPLACE

Software Solutions for Business



Software Solutions for
Business

Assessment 1

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Introduction

This assignment is about different digital tools used in everyday life and work. It looks at how these tools can be used for communication, organisation, and completing tasks.

In this work, I will explain different types of applications, including office software, website builders, and communication tools. I will also give examples of how they are used and why they are useful.

The aim of this assignment is to show understanding of how these tools work and how they can be used in real situations such as study, work, and daily life.

Task 1. e-Commerce Website builders or software solutions

1.1 Wix

Wix is a website builder that lets students create a personal website without coding, mainly by using a drag-and-drop editor. Wix explains that with its no-code builder you can create a professional website (without writing a single line of code), and it also suggests you can get a site online in just a few hours. [1]



When making a Wix site, students can start from a template or use Wix's AI onboarding. A UK review explains that Wix includes an AI chatbot that asks questions about what you want your website to be, then creates a personalised theme based on your answers. The same review states Wix offers over 900 templates and highlights built-in tools like scheduling and the ability to translate your site. [2]

For a student e-portfolio, Wix can be used to organise your CV, projects, written work, photos, and links in one place, so the website works like a (portfolio hub). Wix's help centre also explains that you can upload documents (such as PDF, DOC, and XLS files) to the site's Media Manager and add them to a page, which is useful for attaching evidence like certificates or coursework files. [3]

Once the portfolio is ready, you can share the site link with teachers, training providers, or employers so they can view your work and files in one place. A key limitation mentioned in the UK review is that Wix templates cannot be changed once the site is live, and it also notes that the free plan includes Wix ads, a Wix-branded domain, and only 500MB storage. [2]

1.2 Google Sites

Google Sites is a simple website builder that students can use to create an e-portfolio



for a project, club, or personal profile. Google's Workspace page explains that Sites lets you create and edit pages with drag-and-drop design, and that the automatic grid layout helps the site look good and scale well on any device. It also mentions pre-made templates for fast design, real-time co-editing (like Docs or Slides), and sharing/permission controls so you can decide who can view or edit the site. [4]

For a student e-portfolio, Google Sites can work as a (one link) portfolio hub, you can create separate pages for your CV, project evidence, photos/screenshots, and achievements. Google's official Sites help page explains that you can add content such as YouTube videos, calendars, and maps, insert pages or sections from other websites, and even add HTML/CSS/JavaScript using embed code. It also warns that if a file has restricted sharing permissions, only people with access will be able to see it, so students need to manage sharing settings for any embedded files. [5]

After organising everything, you can share the site link with teachers, training providers, or employers so they can view your work and evidence in one place, while you still control access through permissions. [4] [5]

Another advantage for students is that Google Sites is connected to other Google Workspace tools that many schools already use. This means students can easily link Google Docs, Slides, Forms, or Drive folders directly inside their site without needing extra software. Because everything is cloud-based, work is saved automatically and can be updated at any time, which makes it useful for long-term projects and coursework portfolios. [4]

Google Sites can also support collaboration, so group members can edit the same site together when working on a class project. Students can divide tasks, such as writing content, adding images, or organising pages, which makes it practical for teamwork. In addition, the simple interface means students can focus on presenting their work clearly rather than learning complex design skills. Overall, this makes Google Sites a practical option for students who want a simple, organised way to present their work online. [4]

Task 2. Mind-map of contemporary software applications

a. Mind mapping and explain the benefits of using mind mapping in business operations



Mind mapping is a simple method used to organise ideas in a visual way. The main topic is written in the centre, and related points are added around it using branches. This makes information easier to understand compared to long written paragraphs. In many businesses, mind maps are used during meetings and planning sessions to keep ideas clear and structured [6]

In business operations, mind mapping is useful when teams need to discuss projects or solve problems. When several ideas are shared at the same time, it can be difficult to keep everything organised. A mind map allows all ideas to be placed in one clear layout. This helps team members see how tasks are connected and what steps need to be completed. It can also highlight gaps or missing information that need attention [6]

Mind mapping can also help managers during decision-making. Research shows that managers often use internal mental structures when thinking about complex business issues [7]

When these thoughts are written down and organised as a map, it becomes easier to review and understand the decision process. This can support more careful analysis and reduce confusion when different options are being considered [7]

Another important benefit is related to knowledge sharing within organisations. When employees share information and experiences, the overall understanding of a business situation improves. Studies suggest that effective knowledge sharing can improve the quality of strategic maps created by managers and employees [8]

This shows that mind mapping is not only helpful for individual thinking, but also supports teamwork and organisational learning [8]

Today, mind mapping is often supported by digital software applications. Many online tools allow users to create, edit, and share maps easily. These tools can be accessed from different devices, which makes them practical in modern workplaces. Teams can work on the same map at the same time, even if they are in different locations. This makes mind mapping more flexible and suitable for contemporary business environments [6]

From my point of view, mind mapping is helpful because it keeps ideas organised in a simple and clear way. It reduces confusion and allows teams to focus on the most important tasks. Overall, mind mapping is a practical tool in business operations. It

supports planning, decision-making, communication, and collaboration. With the help of modern software tools, it has become even more useful in today's organisations.

b. Create a mind map of contemporary software applications

Reference: [6]



Task 3. Office Applications

a. Four office software solutions for business operations



MS Word

Microsoft Word is one of the most familiar applications used in offices, universities, and many organisations today. In most workplaces it is the main tool used for writing and preparing professional documents. From my own experience as a student, Word is usually the first program people learn when they start working with documents because it is simple and easy to understand. Businesses commonly use Word for reports, business letters, meeting notes, contracts, and internal communication.

One feature that I find particularly important in business environments is **Mail Merge**. This tool allows users to create one document and send it to many different people while automatically inserting personal information such as names or addresses. For example, a company might prepare a single letter announcing a promotion and send it to hundreds of customers, while Word automatically inserts each customer's name. This saves time and makes communication more efficient.

Another strong advantage of Microsoft Word is its formatting tools. Users can adjust fonts, headings, spacing, and page layout to create documents that look organised and professional. These formatting features are especially useful when preparing reports or formal documents that need to be easy to read.

Word also supports collaboration between team members. Features such as Track Changes and comments allow several people to review and edit the same document. This makes teamwork easier, especially when preparing important reports or company policies.

However, Microsoft Word also has some limitations. It is mainly designed for working with text and documents, not for analysing large amounts of numerical data. When businesses need to perform calculations or analyse financial information, they usually use software such as Microsoft Excel.

Overall, Microsoft Word is best used when organisations need to create professional written documents and communicate information clearly through text. [9]

MS PowerPoint

Microsoft PowerPoint is a widely used application for presenting information in a visual way. In many organisations, presentations are an important part of communication because they allow ideas to be explained clearly to a group of people. From what I have seen in my studies and presentations at university, PowerPoint is often used when someone needs to explain a project, present research results, or share a business plan with others.



One of the most useful aspects of PowerPoint is the slide-based format. Instead of writing long paragraphs like in a report, information can be divided into short and clear points across different slides. This makes it easier for the audience to follow the presentation and understand the key ideas.

Another major advantage of PowerPoint is the variety of design tools available. Users can choose from many templates, colours, and layouts to make their slides visually appealing. In my opinion, this is important because the visual appearance of a presentation can affect how interested the audience is in the topic.

PowerPoint also allows users to add images, charts, videos, and audio to slides. These multimedia elements can make complex ideas easier to understand. For example, instead of describing sales data in words, a presenter can simply show a chart that explains the trend clearly.

Animations and slide transitions are also helpful when used carefully. They can highlight important information and keep the audience engaged during the presentation. However, using too many visual effects may distract the audience and make the presentation look unprofessional.

Despite its advantages, PowerPoint also has some limitations. If slides contain too much text, they can become difficult to read. In addition, PowerPoint is not designed for detailed data analysis or writing long documents. It works best when information needs to be presented visually in a clear and simple way.

Overall, Microsoft PowerPoint is an effective tool for presentations, meetings, and training sessions where information needs to be communicated clearly to an audience.

[10]

MS Excel



Microsoft Excel is one of the most powerful applications used for organising and analysing numerical data. Many businesses rely on Excel because it allows large amounts of information to be stored and managed in a structured way. In my experience while studying business and digital skills, Excel is often used when working with numbers, statistics, or financial data.

One of the most important advantages of Excel is its ability to perform calculations automatically. Users can apply formulas and functions to calculate totals, averages, percentages, and other values. This helps save time and reduces the risk of human error when performing manual calculations.

Excel also allows users to organise data in rows and columns, which makes it easier to manage information. Sorting and filtering tools help users find specific data quickly. For example, a business might use Excel to track sales figures and identify which products are performing well.

Another useful feature of Excel is the ability to create charts and graphs. Visualising data helps managers and employees understand patterns and trends more easily. For instance, a company can use charts to analyse monthly sales performance or compare different departments.

Excel is also flexible because data can be updated easily. If numbers change, the spreadsheet can be modified without rewriting the entire document. Many organisations also use Excel templates for budgeting, financial planning, and expense tracking.

However, Excel also has some limitations. Large spreadsheets with many formulas can sometimes become difficult to manage. Errors in formulas may also lead to incorrect results if they are not checked carefully.

Overall, Microsoft Excel is a valuable tool for analysing data, managing business information, and supporting decision-making. [11]

MS Access

Microsoft Access is a database management application that helps organisations store and organise large amounts of information. Unlike Word or PowerPoint, which focus on documents and presentations, Access is designed to manage structured data. This makes it particularly useful for businesses that need to store and analyse information such as customer records, product details, or inventory data.



One of the main advantages of Access is the ability to create databases that connect different types of information together. Data can be organised into tables that contain records and fields. This structure allows businesses to manage information more efficiently.

Access also provides queries that allow users to search and analyse specific data within the database. Queries help users retrieve information quickly, which can be useful for tasks such as finding customer records or analysing sales data.

Another useful feature of Access is the use of forms. Forms provide an easier way for users to enter data into the database without directly working with the tables. This makes the system more user-friendly for employees who may not have technical knowledge.

Reports are another important feature of Access. Reports allow organisations to present data in a clear and structured format. For example, a company might generate reports showing sales figures, inventory levels, or customer activity.

However, Microsoft Access also has some limitations. It may not be suitable for very large organisations that require highly complex database systems. In addition, designing and managing databases may require some training.

Overall, Microsoft Access is most useful for small and medium-sized organisations that need a structured system for managing business data. [12]

b. Practical demonstration of Two Office Features

This table was created in Microsoft Word to store recipient information that will be used in the Mail Merge process

Mail Merge



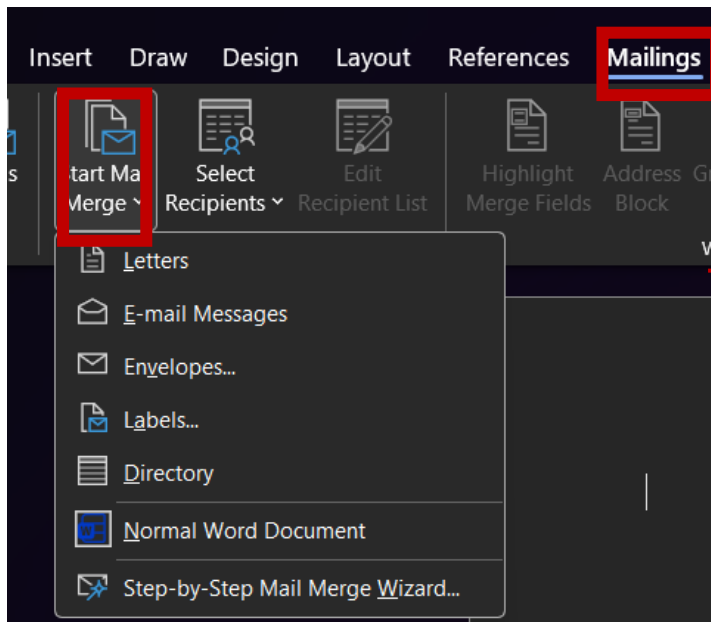
Title	First Name	Last Name	Gender	Address	Post code
Miss	Sara	Ali	Female	12 King Street, London	W1 2AB
Mr	Adam	Hassan	Male	45 Green Road, London	SW2 4RT
Mrs	Lina	Omar	Female	8 Park Lane, London	E3 5TY
Mr	Yusuf	Saleh	Male	23 Hill Street, London	N4 7PL
Miss	Maya	Kareem	Female	66 Station Road, London	W3 8KL
Mr	Zaid	Hamid	Male	17 River Close, London	SE1 9DF

This table was created in Microsoft Word to store recipient information that will be used in the Mail Merge process.

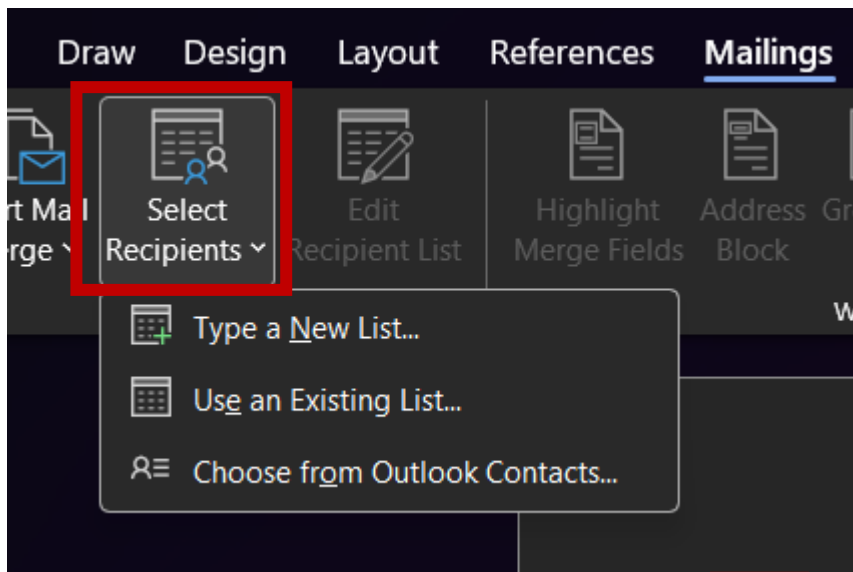


Recipient List for Mail Merge

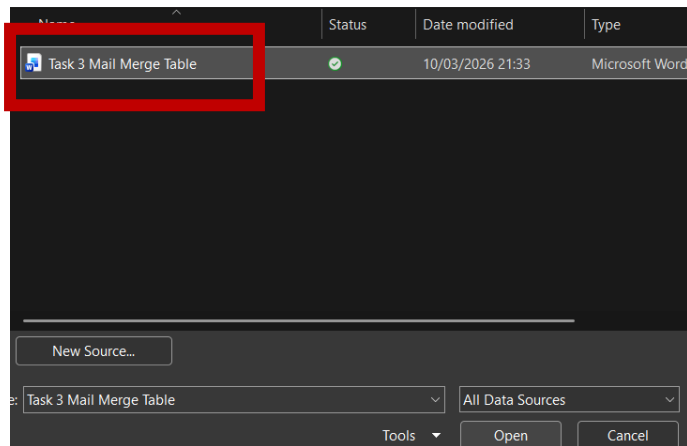
+					
Title	First Name	Last Name	Gender	Address	Post code
Miss	Sara	Ali	Female	12 King Street, London	W1 2AB
Mr	Adam	Hassan	Male	45 Green Road, London	SW2 4RT
Mrs	Lina	Omar	Female	8 Park Lane, London	E3 5TY
Mr	Yusuf	Saleh	Male	23 Hill Street, London	N4 7PL
Miss	Maya	Kareem	Female	66 Station Road, London	W3 8KL
Mr	Zaid	Hamid	Male	17 River Close, London	SE1 9DF



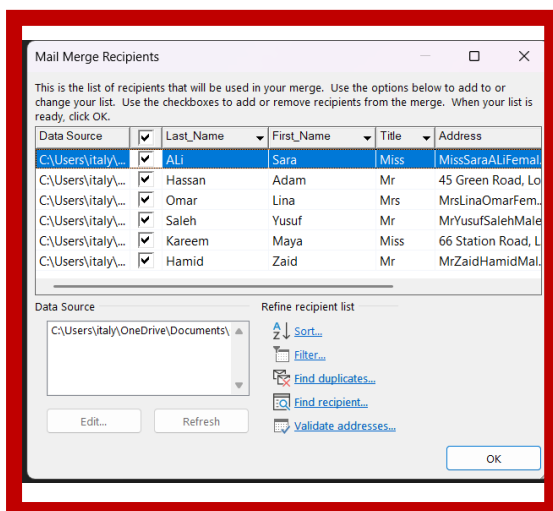
I clicked the **Mailings** tab and selected **Start Mail Merge**, where different options are available such as letters, email messages, envelopes, labels, and directories.



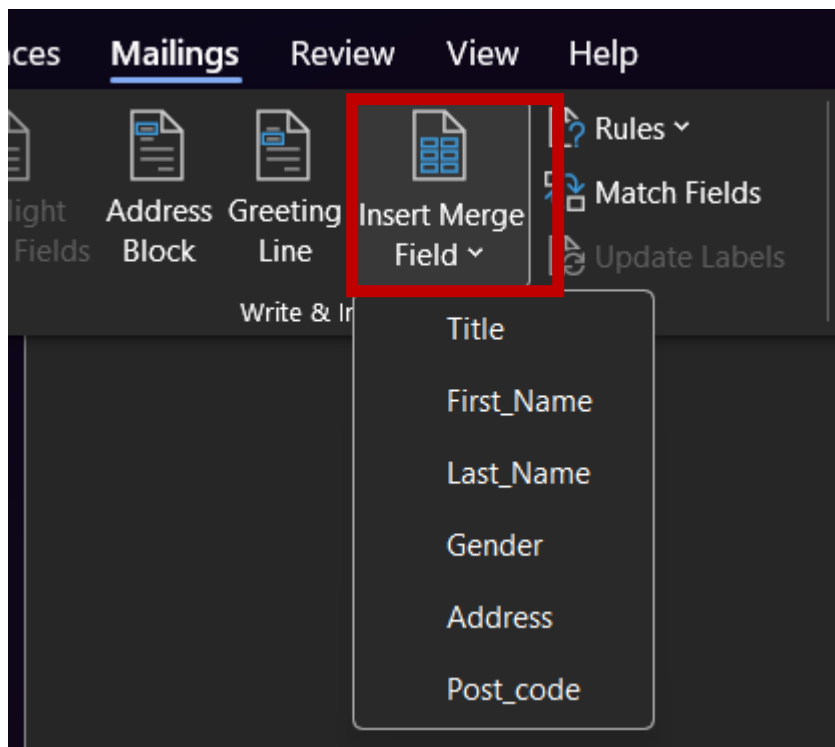
Next, I clicked **Select Recipients** in the Mailings tab. This shows different options for adding recipients, such as typing a new list, using an existing list, or choosing contacts from Outlook.



I selected **Use an Existing List** and opened the file “**Task 3 Mail Merge Table**” to import the recipient data for the mail merge.



I clicked **Edit Recipient List** to view the list of recipients and check that the information is correct before continuing the mail merge.



I clicked **Insert Merge Field** to add fields like Title, First Name, Last Name, Gender, Address, and Post Code from the recipient list into the letter.

I added the merge fields to the letter so the recipient information from the list will automatically appear in each generated letter.



«Address»

«Post_code»

10-Mar-26

Dear «First_Name»,

Subject: Personal Information Confirmation for "Title «First_Name» «Last_Name»"

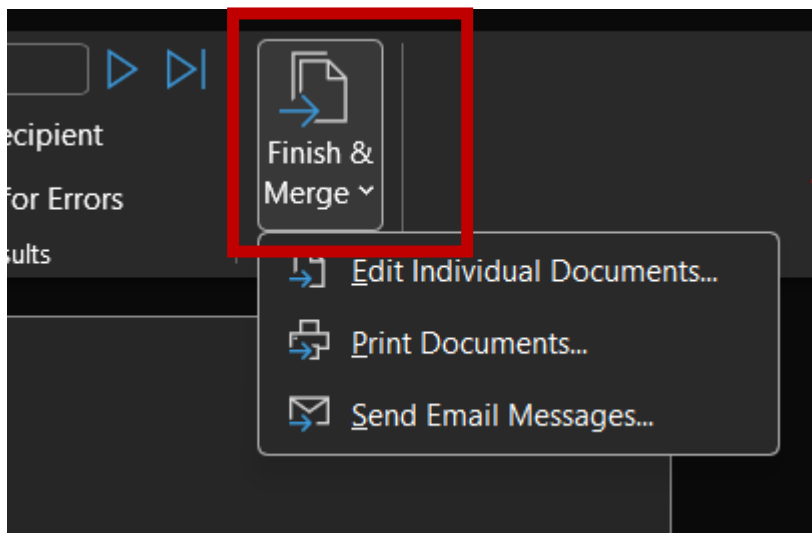
This letter is to confirm the personal details stored in our records.
Please check that your name and address information is correct.

If any of your information is incorrect, please contact our office so we can update your details.

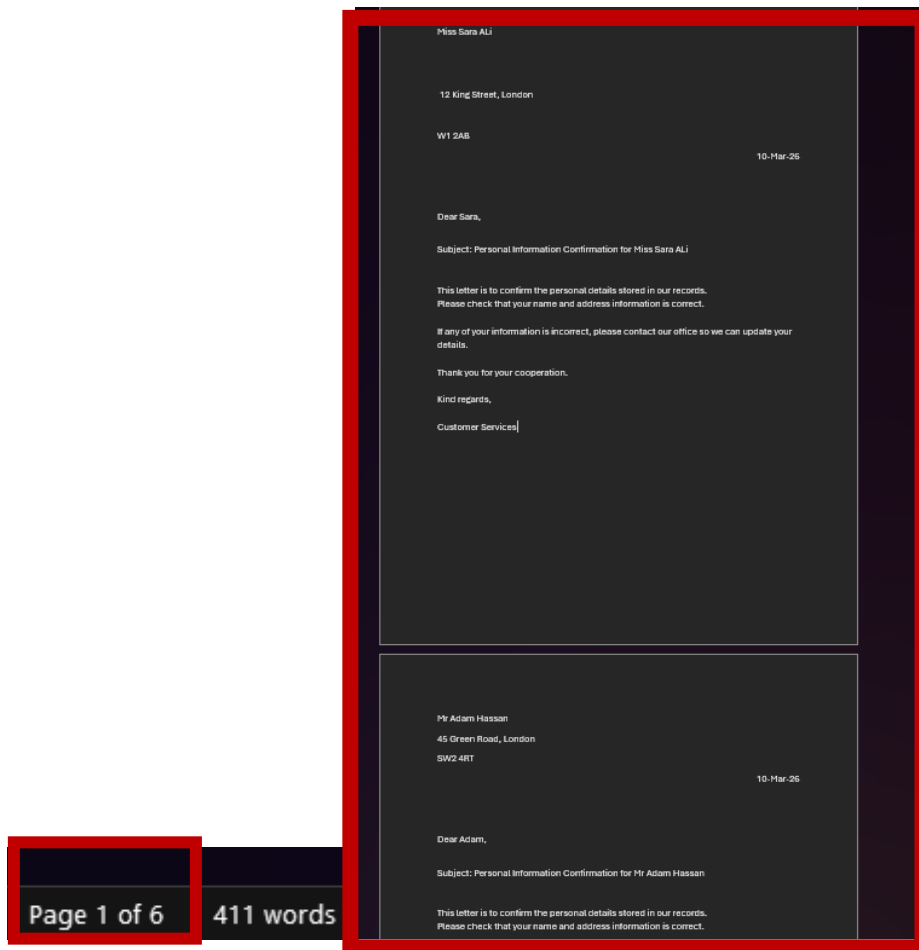
Thank you for your cooperation.

Kind regards,

Customer Services



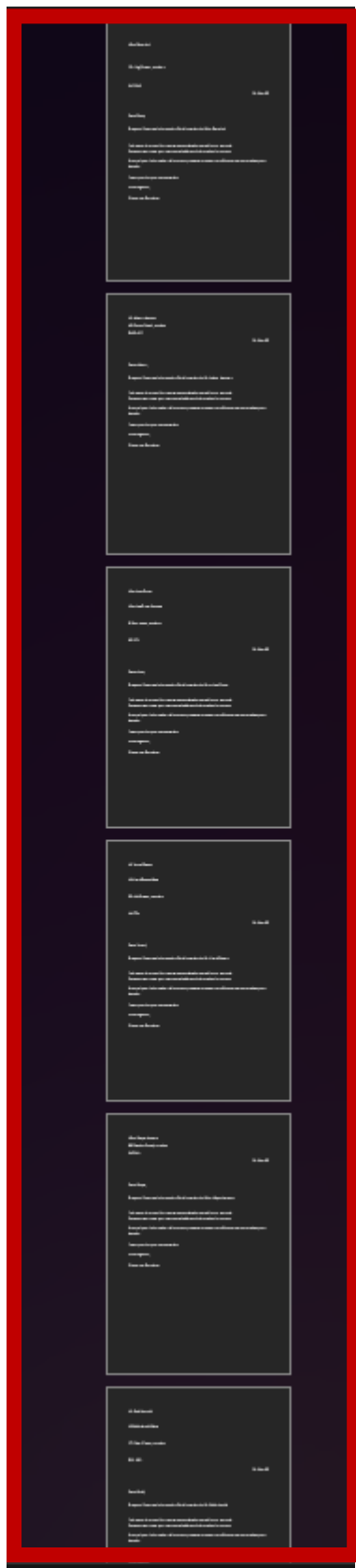
Finally, I selected **Finish & Merge** to complete the mail merge and generate the final personalised letters for all recipients.



After completing the mail merge, Word generated multiple personalised letters automatically, one for each recipient in the list.

merge, Word generated multiple personalised letters automatically, one for each recipient in the list.

completing the mail merge, Word generated multiple personalised letters automatically, one for each recipient in the list.



The mail merge created several personalised letters automatically, one for each person in the recipient list.

If Statement

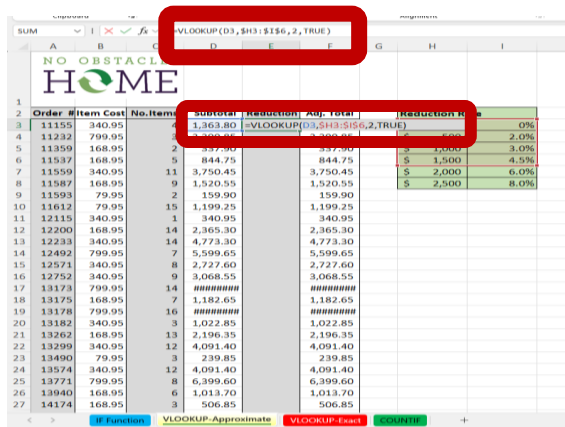
	A	B	C	D	E	F
1	First Name	Last Name	ClassMark(40)	ExamMark(60)	TotalMarks(100%)	Remarks
2	Anas	Inn	25	30	55	Goodwork
3	Feras	Ann	30	45	75	Goodwork
4	Nancy	Jan	21	39	60	Goodwork
5	Sam	Ali	19	31	50	Goodwork
6	Jan	Lee	24	23	47	Try again
7	Ahmad	Koli	16	21	37	Try again
8	Maria	Dell	31	34	65	Goodwork
9	Sami	Bali	28	33	61	Goodwork
10	Jay	Rober	18	28	46	Try again
11	Lele	Saho	33	36	69	Goodwork

I created a table in Excel to record student's marks.

SUM ▾ : ✖ ✓ fx ▾ =IF(E2>=50,"Goodwork","Try again")						
	D	E	F	G	H	I
1	ExamMark(60)	TotalMarks(100%)	Remarks			
2	30	55	=IF(E2>=50,"Goodwork","Try again")			
3	45	75	Goodwork			

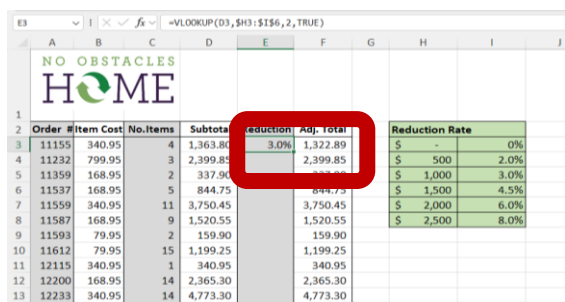
I use the IF function here, then double-click to apply it to the rest of the cells.

VLOOKUP-Approximate



Order #	Item Cost	No. Items	Subtotal	Reduction	Adj. Total	Reduction Rate
11155	340.95	4	1,363.80			0%
11232	799.95	3	2,399.85			2.0%
11359	168.95	2	337.90			3.0%
11537	168.95	5	844.75			4.5%
11559	340.95	11	3,750.45			6.0%
11587	168.95	9	1,520.55			8.0%
11593	79.95	2	159.90			
11612	79.95	15	1,199.25			
12115	340.95	1	340.95			
12200	168.95	14	2,365.30			
12233	340.95	14	4,773.30			
12492	799.95	7	5,599.65			
12571	340.95	8	2,727.60			
12752	340.95	9	3,068.55			
13173	799.95	14	1,182.65			
13175	168.95	7	1,022.85			
13178	799.95	16	2,196.35			
13182	340.95	3	4,091.40			
13262	168.95	13	239.85			
13299	340.95	12	4,091.40			
13490	79.95	3	239.85			
13574	340.95	12	4,091.40			
13771	799.95	8	6,399.60			
13940	168.95	6	1,013.70			
14174	168.95	3	506.85			

I highlighted the VLOOKUP function to show how it works in the formula bar and how it links to the table to find the correct value.



Order #	Item Cost	No. Items	Subtotal	Reduction	Adj. Total	Reduction Rate
11155	340.95	4	1,363.80	3.0%	1,322.89	\$ - 0%
11232	799.95	3	2,399.85		2,399.85	\$ 500 2.0%
11359	168.95	2	337.90		337.90	\$ 1,000 3.0%
11537	168.95	5	844.75		844.75	\$ 1,500 4.5%
11559	340.95	11	3,750.45		3,750.45	\$ 2,000 6.0%
11587	168.95	9	1,520.55		1,520.55	\$ 2,500 8.0%
11593	79.95	2	159.90		159.90	
11612	79.95	15	1,199.25		1,199.25	
12115	340.95	1	340.95		340.95	
12200	168.95	14	2,365.30		2,365.30	
12233	340.95	14	4,773.30		4,773.30	

I double-clicked the fill handle to copy the VLOOKUP formula to all rows, which saved time and applied the same calculation automatically.

Task 4. Communication and Collaboration applications

a. One contemporary Communication and one Online Collaboration applications/tools

MS Outlook

Microsoft Outlook is usually known as an email app, but it is not only for sending messages. It is used by students, people in jobs, and normal users in daily life. It is mainly for communication, but it also helps with organising things like emails, dates, and contacts in one place.



One useful thing about Outlook is that you can add different email accounts together. For example, someone can use Hotmail, Yahoo, or even a work email in the same app. This makes it easier because you don't need to open different websites or apps. Everything is there, which saves time, especially if you check emails often.

Outlook is also used a lot in workplaces. In many jobs, email is still the main way people communicate. It is more formal than chat apps, and messages can be saved and checked later. For example, if someone sends instructions, you can go back and read them again instead of trying to remember. This makes things clearer and avoids mistakes.

Another part of Outlook is organisation. It is not just about receiving emails but also managing them. You can move emails into folders, mark important ones, or search for messages if your inbox is full. This is helpful because without organisation, emails can build up quickly and become confusing.

There is also a calendar in Outlook. People use it to plan meetings, deadlines, or even personal tasks. In jobs, this is important because people need to manage their time and know when meetings are happening. Even for students, it can help remember deadlines if used properly.

Outlook also keeps everything saved. Emails and contacts stay there unless you delete them. This means you can always go back and find information later. This is useful when you forget something or need to check details again.

In general, Outlook can be used in different ways depending on the person. Students may use it for college communication, workers use it for their jobs, and others may use it for personal organisation. Microsoft explains that Outlook combines email, calendar, and contacts in one system, which is why it is used by many different types of users.

However, it is not perfect. At the start, it can feel a bit confusing because there are many options. Also, if you don't organise your emails, the inbox can become messy and harder to manage.

Overall, Outlook is a useful communication tool. It helps people send messages in a more formal way, keep things organised, and manage different types of information in one place. [13]

MS Teams

Microsoft Teams is a tool made for working with other people. It is used in schools, universities, and in companies. It is different from Outlook because it is more about teamwork instead of just sending messages.



One thing about Teams is that it puts different tools in one place. Instead of using separate apps for chat, meetings, and files, everything is inside Teams. This makes it easier when people are working together, because they don't need to switch between different apps all the time.

Teams is used a lot in workplaces because it allows quick communication. People can send messages instantly, make group chats, and share updates. This is faster than email, especially when someone needs a quick reply. It feels more like a conversation instead of formal communication.

Another important part is meetings. Teams allows people to join video calls from anywhere. This is useful for online lessons or remote work. During meetings, users can also share their screen, which helps explain things better. This makes it easier to understand compared to only reading messages.

Teams also allows file sharing. People can upload files, and everyone in the group can see them. This helps in group work because instead of sending files again, everything is kept in one place. It also helps avoid confusion about which version is correct.

Channels are used to organise work. Each channel can be for a different subject or project. This keeps conversations separate and easier to follow. Without this, messages can get mixed and hard to understand.

In our class, we use Teams to share ideas and help each other. It feels more organised and more professional compared to using personal chat apps or sharing phone numbers. Everything is related to the work, so it keeps things focused and clear.

Another good thing is that Teams works with other Microsoft apps like Word and PowerPoint. This means files can be opened and edited inside Teams without needing to download them. This saves time and makes group work easier.

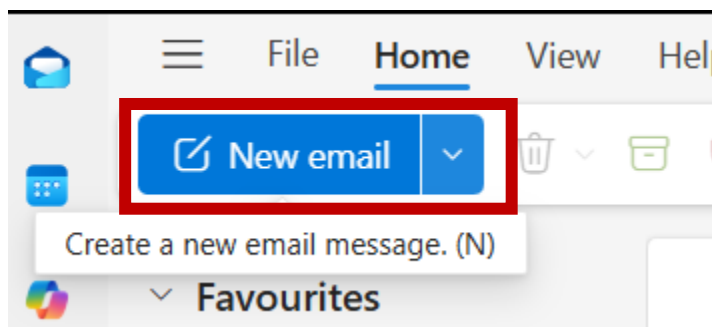
However, there are some downsides. Sometimes there are too many messages, and it becomes hard to keep up. Also, notifications can be annoying if there are too many of them.

Overall, Microsoft Teams is a useful collaboration tool. It helps people work together, communicate faster, and share files easily in one place. [14]

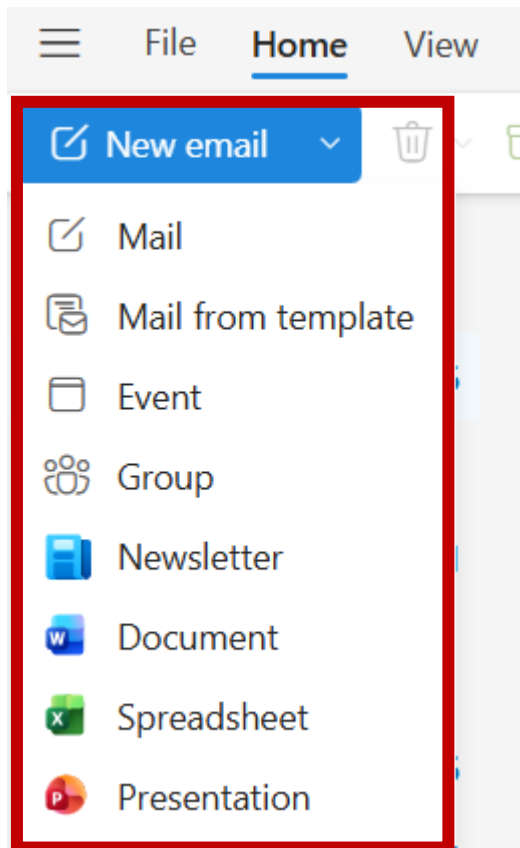
b. One feature of a freely available Communication (1) and one feature of a Collaboration (1) application

In this section, I will show how Outlook and Teams are used. The screenshots show how to write and send emails in Outlook and how Teams is used for communication.

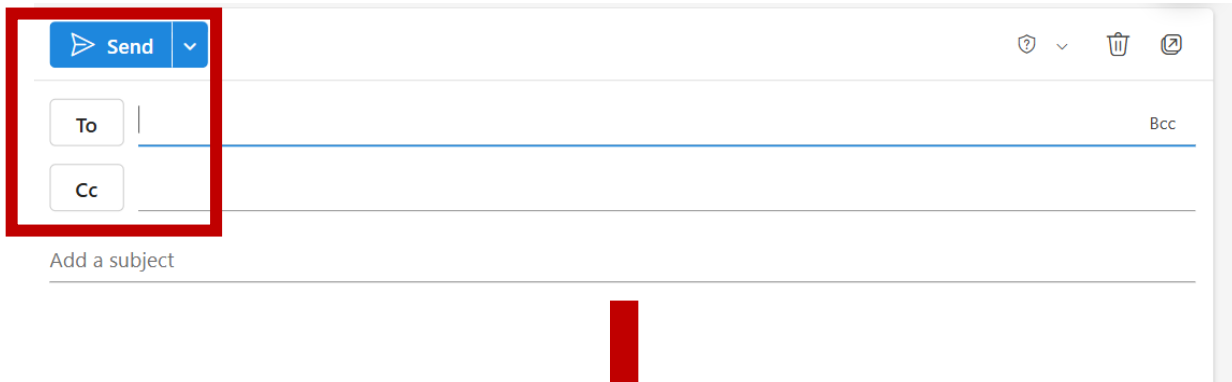
MS Outlook



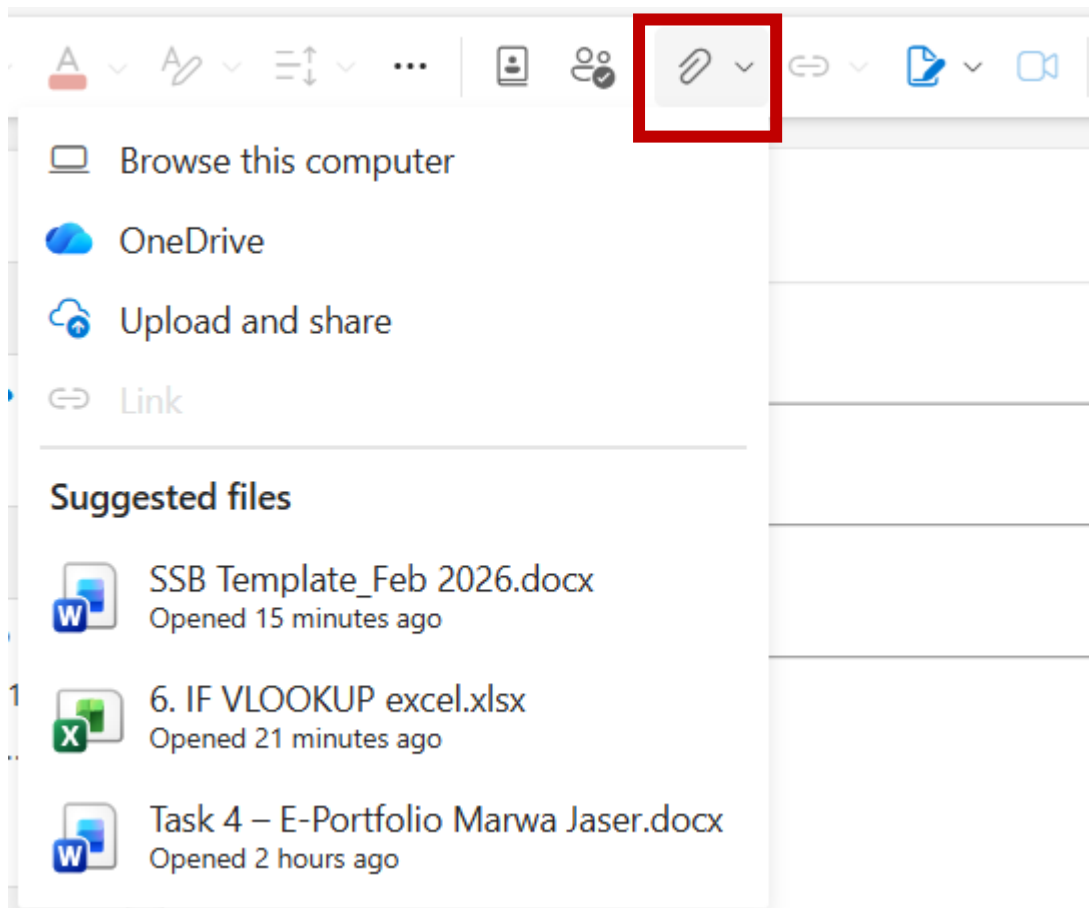
This screenshot shows the “New email” button in Outlook. This is used to start writing a new message. It is the first step when sending an email.



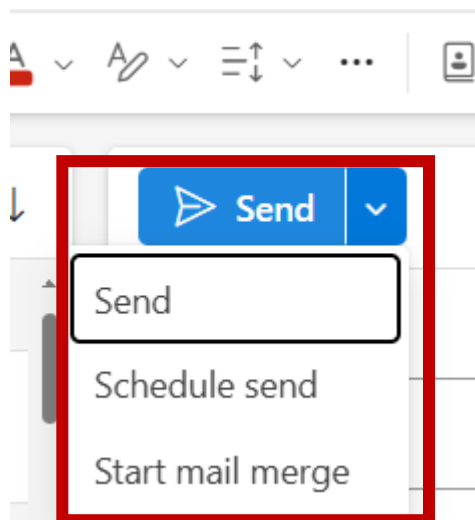
This screenshot shows what comes up after clicking “New email”. There are different options like mail, event, or document. It just lets you choose what you want to create.



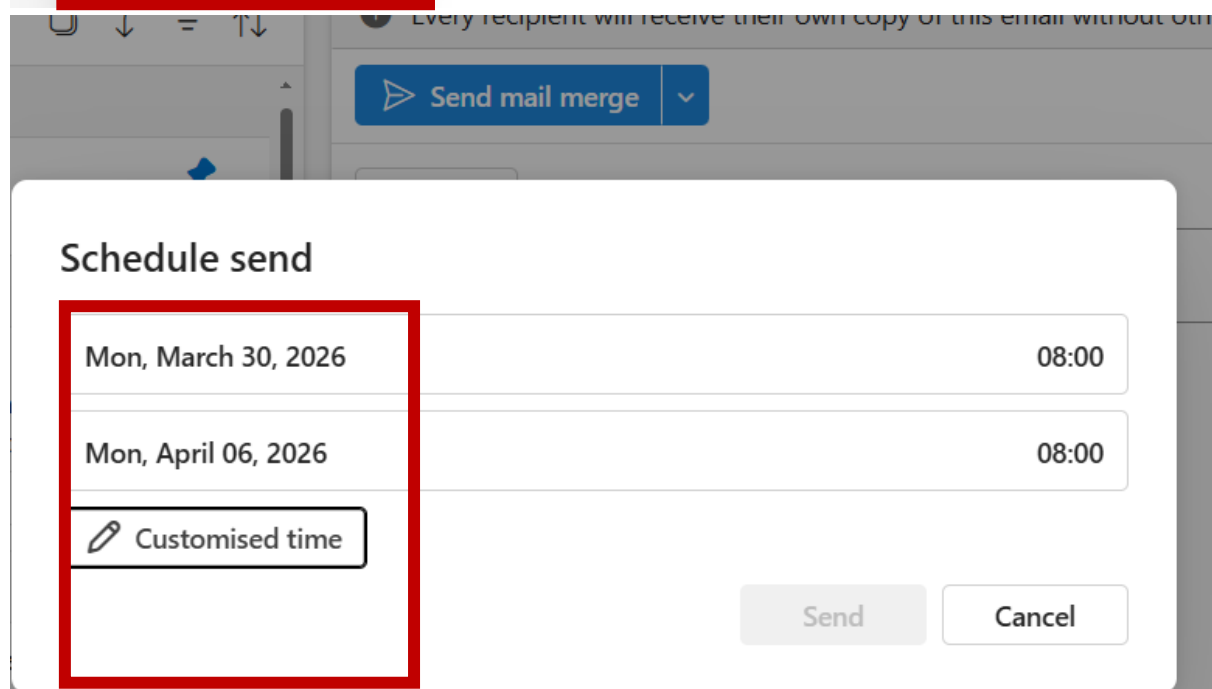
This screenshot shows the email screen after clicking new email. Here you can write the message, add the person in the “To” box, and put a subject. This is where the main part of the email is done.



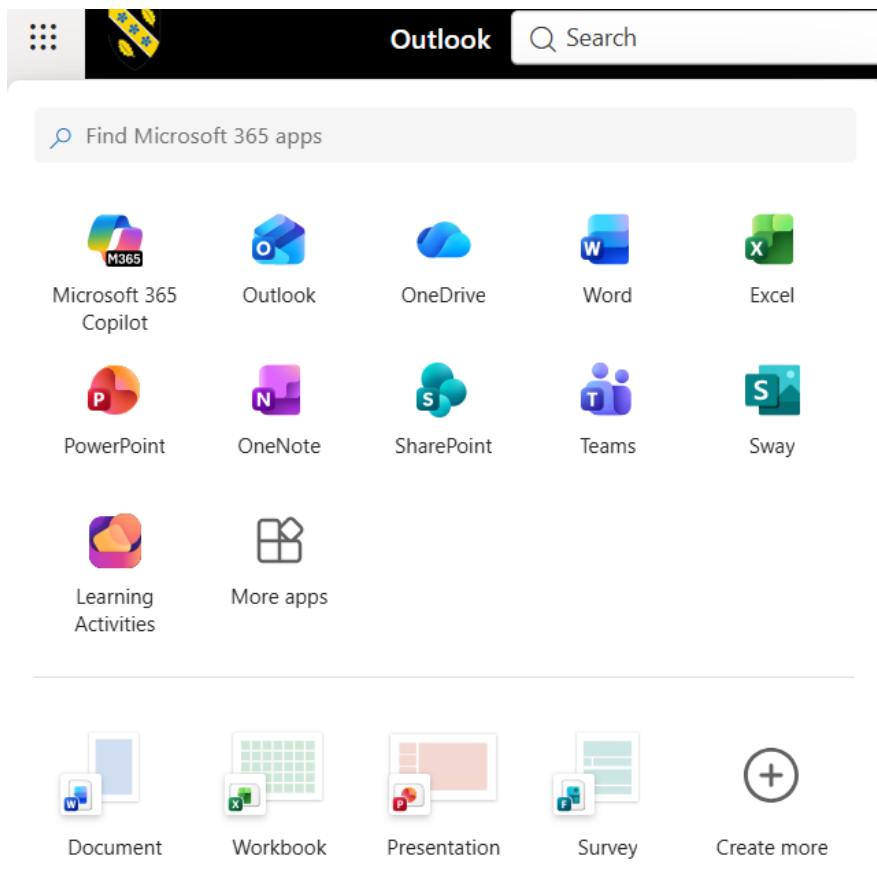
This screenshot shows how to add a file to the email. You can choose files from your computer, OneDrive, or recent files. This is useful when sending work or documents with the email.



This screenshot shows the “Send” button. After writing the email, this is used to send it. It also shows options like sending later, which can be useful sometimes.



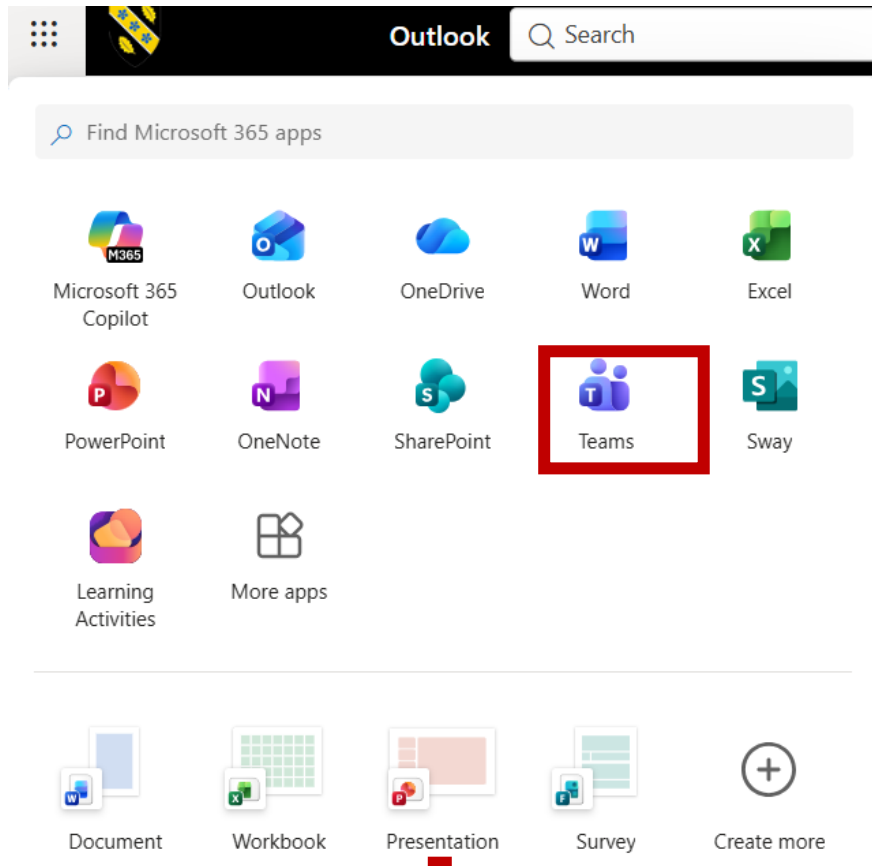
This screenshot shows the option to schedule the email. Instead of sending it straight away, you can choose a date and time for it to be sent later. This can be useful if you want the email to be sent at a specific time.



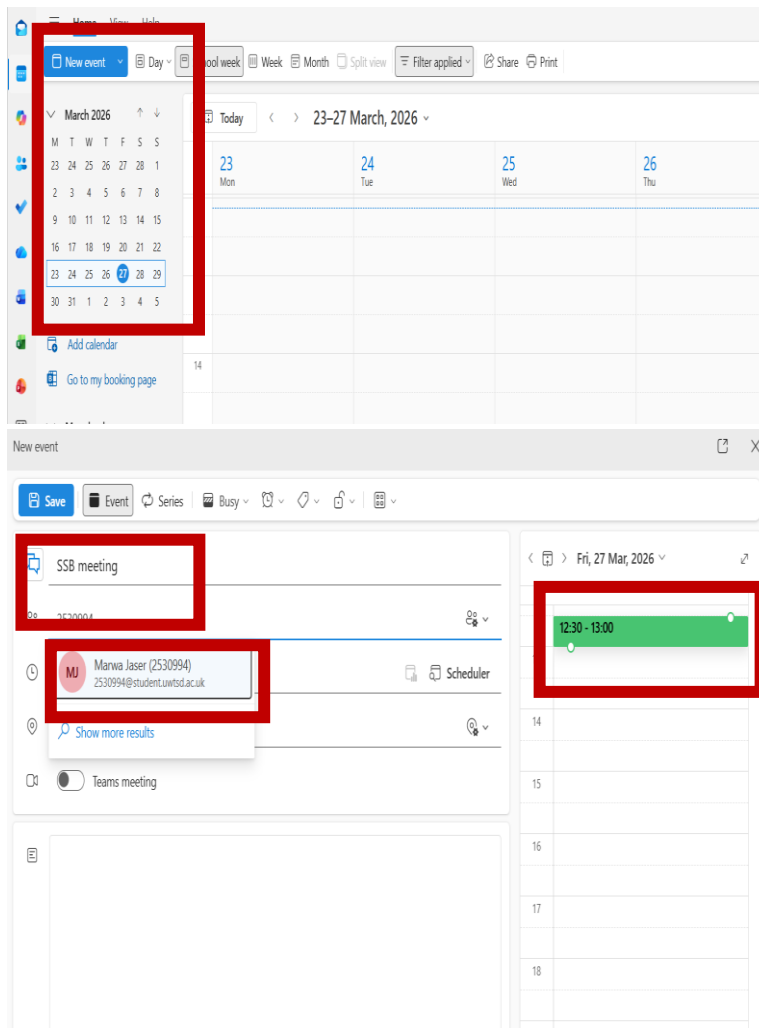
This screenshot shows different Microsoft 365 apps connected, like Outlook, Word, Excel, and Teams. It shows that these tools are linked, which makes it easier to share files and work between them.

Ms Teams

This part shows how Teams is used for communication, especially for meetings. It is useful for talking with others and working together.

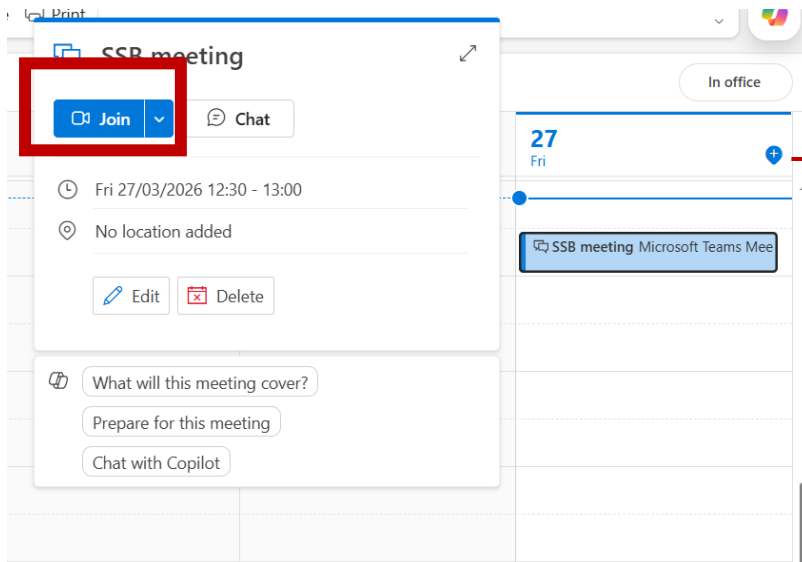


This screenshot shows the Microsoft apps page where Teams can be opened. This page can also be opened from Outlook. It shows that Teams is part of Microsoft 365 and works with other apps.

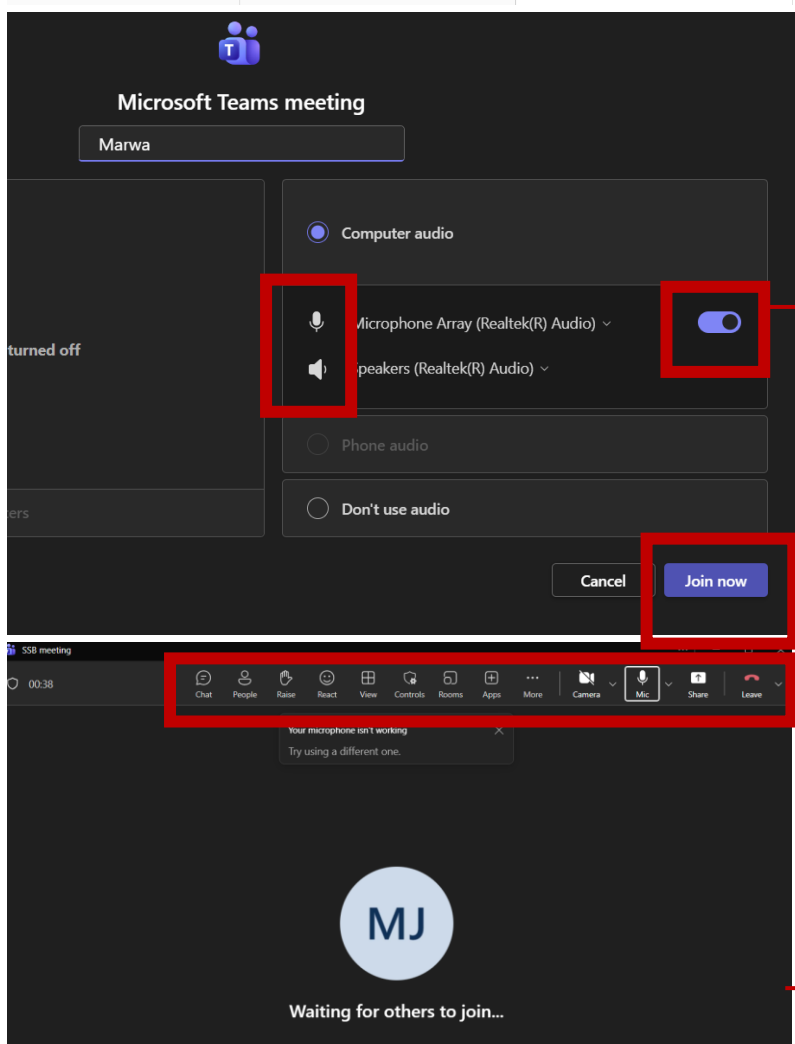


This screenshot shows the calendar in Teams. It is used to see dates and plan meetings. You can choose a day and time before creating a meeting.

This screenshot shows how to create a meeting in Teams. Here you can add the meeting name, choose the time, and add people to join. This is where the meeting is set up before sending it.

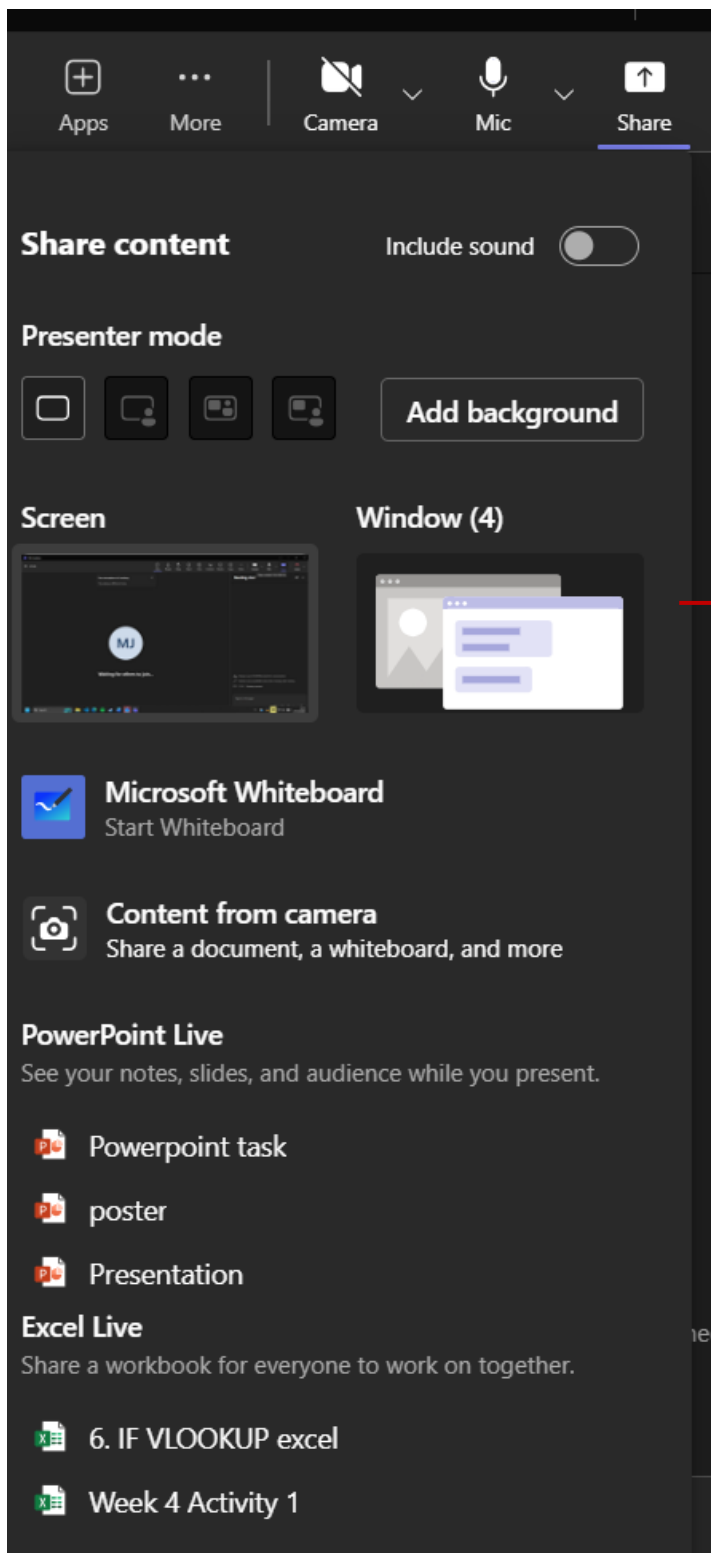


This screenshot shows the meeting after it is created. It shows the date and time, and there is a “Join” button to enter the meeting. There is also a chat option to communicate during the meeting.

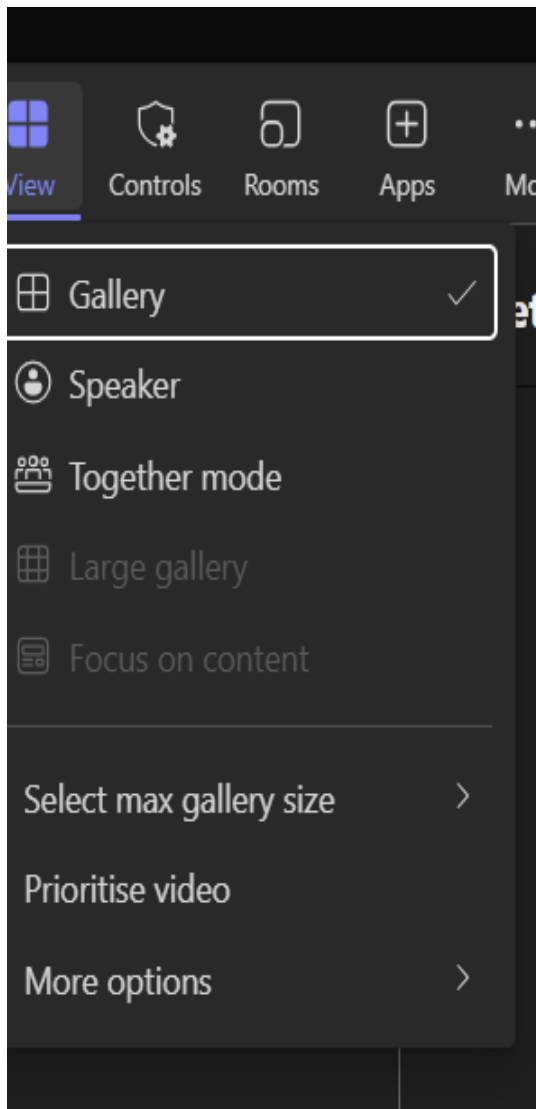


This screenshot shows the screen before joining the meeting in Teams. Here you can choose audio settings like microphone and speakers. After that, you can click “Join now” to enter the meeting.

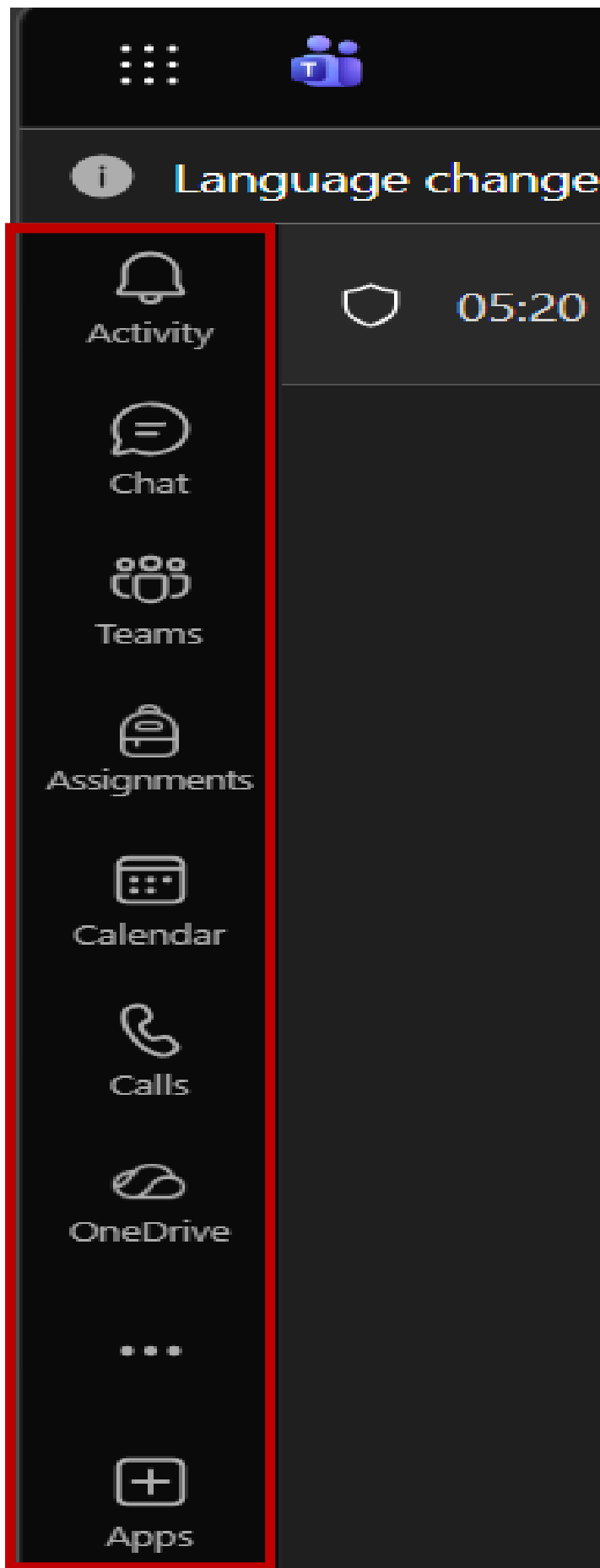
This screenshot shows the meeting after joining in Teams. It shows the controls like microphone, camera, and chat. It also shows waiting for others to join, which means the meeting has started.



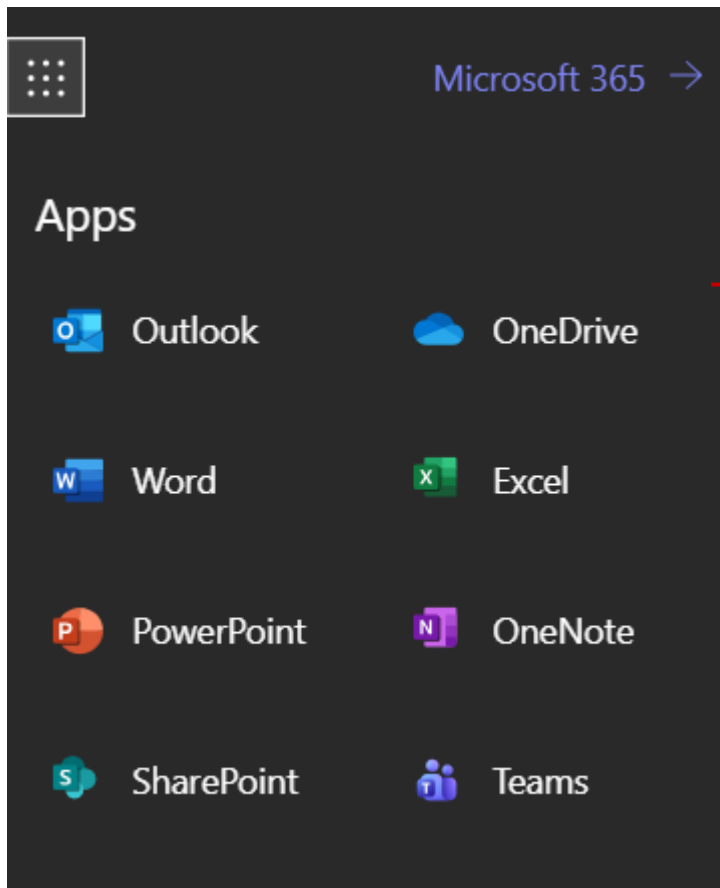
This screenshot shows the share option during a Teams meeting. It allows you to share your screen, a window, or files like PowerPoint. This is useful when presenting work or explaining something to others.



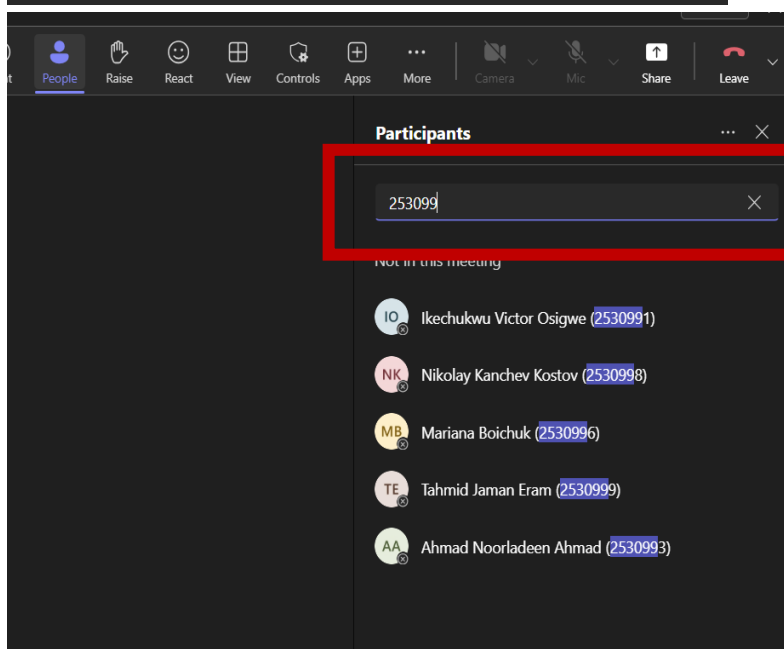
This screenshot shows the view options in a Teams meeting. It allows you to change how you see other people, like gallery or speaker view. This helps make the meeting easier to follow.



This screenshot shows the main menu in Teams. It includes options like chat, teams, assignments, calendar, and calls. This is where you move between different parts of the app.



This screenshot shows the Microsoft 365 apps menu. It includes apps like Outlook, Word, Excel, and Teams. This is where you can open Teams to start using it.



This screenshot shows how to add people to the meeting in Teams. You can search for names or IDs and invite them to join. This helps bring others into the meeting.

Conclusion

In this assignment, I looked at different digital tools and how they are used. I included website builders like Wix, office apps like Word and Excel, and communication tools like Outlook and Teams.

I learned that each tool has a different use. Some are used to create work, some to organise information, and others to communicate with people.

Overall, this helped me understand how these tools are used in real life, not just in class.

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