

**PLEASE NOTE THAT THIS VERSION WAS  
UPDATED 27/06/06 AND SUPERCEDES ANY  
PREVIOUS VERSION.**

Centre Number	Candidate Number	Name
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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education  
Advanced Level

**APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**9713/03**

Paper 3

For Examination from 2008

Specimen Paper

**1 hour and 15 minutes**

Candidates answer on the Question Paper.  
No additional materials are required.

**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name on all the work you hand in.

Write in dark blue or black pen.

Do not use staples, paper clips, highlighters, glue or correction fluid.

You may use a pencil for any diagrams, graphs or rough working.

Answer **all** questions.

The number of marks is given in brackets [ ] at the end of each question or part question.

This document consists of **10** printed pages.



1 *Mr George owns a number of garages that sell and service luxury cars. He is looking for ways to use ICT to improve the way the businesses operate and also make a profit.*

*Mr George wants to improve the servicing of cars.*

(a) Describe **one** ICT device for the receptionist to register a customer bringing a car in for service.

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..... [2]

(b) Describe how a customer could use the Internet to book their car into a garage for servicing.

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..... [2]

(c) An expert system can be used to help diagnose a fault in a car during the service. Describe how the use of an expert system can have advantages and disadvantages for the company.

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4 Companies, such as banks, are setting up Call Centres in the Far East to provide support to customers in the West.

(a) Describe how a computer based system, such as a bank enquiry help desk, can support a telephone call centre operator when dealing with a customer's telephone call.

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(b) Describe some of the effects on the individual and society a company of having call centres in the Far East.

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