



## **000-M602**

**(IBM Banking Industry Solutions Sales Mastery Test v1)**

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## Question: 1

**What is one of the areas that banks need to address to become more customer-centric in their products, services, and offerings?**

- A. Bookkeeping changes
- B. Select banking
- C. Demographic changes
- D. Changing banking hours

Answer: B

## Question: 2

**What is a key focus for banks in the Asia Pacific region?**

- A. Interpersonal expansion
- B. Industrial expansion
- C. Internal expansion
- D. International expansion

Answer: D

## Question: 3

**What happened to banking operating profit margins between 1995 and 2005?**

- A. Decreased
- B. Increased
- C. Remained the same
- D. Plunged

Answer: B

## Question: 4

**USAA Bank has come up with a really interesting device. What is it?**

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- A. Devices that can take a picture of your family
- B. Devices that take a picture of your banking transactions at an ATM
- C. Devices that can take a picture of your check
- D. Devices that can take a picture of your passport

Answer: C

Question: 5

**What will be the focus of consumers who were hurt by the recent market crisis?**

- A. Solutions for retirement spending
- B. Solutions for vacation property
- C. Solutions for investment income
- D. Solutions for retirement income

Answer: C

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