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QUESTION 1

Which is not a "Top of Mind" need for case interested executives?

- A. Effectiveness of core LOB applications
- B. Providing comprehensive visibility into process metrics, spend and customer satisfaction
- C. Increasing IT spending
- D. Adhering to regulatory compliance and maintaining proper controls and records

Correct Answer: C

QUESTION 2

Which of these are common use cases for OnDemand?

- A. Customer Service, eBPP and back office reports
- B. Case Management or Advanced CaseManagement
- C. Active data, check in - check out
- D. Scanning paper documents to start a workflow

Correct Answer: A

QUESTION 3

What is one way Case Manager supports dynamic case handling?

- A. Case workers can view and start new tasks for a case "on the fly".
- B. Case workers can close and reopen tasks as often as they want.
- C. Work is routed to case workers based on business rules.
- D. Case workers can create comments on cases, documents, and tasks whenever they need.

Correct Answer: A

QUESTION 4

Who are the two primary technology decision makers and influencers for Content Manager OnDemand solutions?

- A. Chief Information Officer and IT Director
- B. Chief Customer Officer and CFO



C. Chief Marketing Officer and Chief Compliance Officer

D. Chief Credit Officer and Chief Audit Executive

Correct Answer: A

QUESTION 5

Which of the following increases the cost and complexity of the collection process?

A. Employees undertaking their own collection process without organizational authorization.

B. The migration of enterprise data to unsecured personal mobile devices.

C. Arduous chain-of-custody documentation on diverse data sources, collection methods and rising information volumes.

D. Intensive post-review computational analysis.

Correct Answer: C

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