

**Exam : 000-M602**

**Title :** IBM Banking Industry  
Solutions Sales Mastery  
Test v1

**Version :** DEMO

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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

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

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

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

Answer: B

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

- 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

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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