



# M2070-740<sup>Q&As</sup>

IBM Enterprise Content Management Sales Mastery Test v3

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### QUESTION 1

When looking for a good candidate for Advanced Document Imaging and Branch Automation Solutions, what organization characteristics should you look for?

- A. Large organizations in the paper-intensive industries of banking, insurance, healthcare, government and manufacturing
- B. Widely dispersed organizations that have branches or regional offices where documents are generated or received
- C. Organizations that process, store and distribute paper documents internally and looking to digitize and streamline costs.
- D. All of the above

Correct Answer: D

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### QUESTION 2

The following are reasons why access to information is key. Which is not an ICM OOTB capability?

- A. Capture and activation of information in the context of a case
- B. Access to web based news sources
- C. Access to critical content for decisions, as evidence in a case and as a source for deeper insights
- D. Virtually 360-degree view of case information

Correct Answer: B

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### QUESTION 3

When talking to a customer to see if Content Manager OnDemand is a good fit, what question should be asked first?

- A. Do your Customer Service Reps (CSRs) need workflow to respond to customers?
- B. How do CSRs access all information necessary to respond to customer questions?
- C. How do CSRs do scanning of documents today?
- D. Do your CSRs need CaseManagement?

Correct Answer: B

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### QUESTION 4

What are the key characteristics of ICM target customers?



- A. Highly regulated industries
- B. Industries where the product is often document: Financial Service. Banking and Insurance
- C. Industries where a lot of responsibility is given to the decisions of individual knowledge workers
- D. All of the above

Correct Answer: D

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#### QUESTION 5

If a bank eliminates daily courier pickups by scanning documents in the branch, approximately how many US dollars will it save per branch per day?

- A. 3 dollars
- B. 40 dollars
- C. 70 dollars
- D. 120 dollars

Correct Answer: C

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