

# PASSTCERT

QUESTION & ANSWER

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**Exam : 000-M602**

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

**Version : DEMO**

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**