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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