M2070-740^Q&As

IBM Enterprise Content Management Sales Mastery Test v3

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QUESTION 1

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 2

Which of the following is a reason that a General Counsel of Litigation might be interested in IBM eDiscovery Management?

A. Excess, unpredictable and rising legal and eDiscovery costs

B. Matter "handshakes" between legal and outsourced attorneys

C. It can cost $3,500 per custodian to review for eDiscovery

D. Artificial intelligence can now completely replace the review of collected documents by attorneys

Correct Answer: A

QUESTION 3

Which of the following Datacap features help to eliminate expensive, error-prone manual data entry problems associated with document imaging?

A. Keyword search

B. Optical character recognition (OCR) and text analytics

C. Math calculations

D. All of the above

Correct Answer: D

QUESTION 4

What is one of the challenges when working with unstructured information?

A. Centralized information is not available for analysis

B. Difficulty analyzing and revealing patterns in data

C. Information governance and security

D. Hardware maintenance

Correct Answer: B

QUESTION 5

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

QUESTION 6

Who are the 5 information stakeholders within an organization represented in the Information Governance Reference Model (IGRM)?

A. Legal,RIM,IT, Business and Privacy/Security

B. Legal, IT,Facilities,Business and RIM

C. Legal,Business,C-Suite, IT and Privacy/Security

D. None of the above

Correct Answer: A

QUESTION 7

IBM Case Manager includes key differentiators across the competition including:

A. Based on an industry leading BRMS (business rules) platform

B. Rapid time-to-value with template support and a LOB based design environment

C. Based on an industry leading collaboration platform

D. All of the above

Correct Answer: B

QUESTION 8

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

QUESTION 9

Customers that require Social Tools like blogs and wikis and Back-office ECM solutions also need:

A. IBM Content Navigator

B. IBM Connections Enterprise Content Edition

C. IBM Connections ContentManager

D. IBM WebSphere Portal

Correct Answer: B

QUESTION 10

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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