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QUESTION 1

What percentage of CIOs is making plans to focus on mobility?

- A. 84%
- B. 50%
- C. 27%
- D. 5%

Correct Answer: A

QUESTION 2

Which of the following best exemplifies how Content Collector achieves IT savings while also fulfilling legal and compliance obligations?

- A. Integration with most common email platforms
- B. Support for virtualized infrastructure
- C. Common infrastructure for archiving email, file, and collaboration servers
- D. Self-service for legal forensics

Correct Answer: C

QUESTION 3

What is one way Case Manager supports dynamic case handling?

- A. Case workers can view and start new tasks for a case "on the fly".
- B. Case workers can close and reopen tasks as often as they want.
- C. Work is routed to case workers based on business rules.
- D. Case workers can create comments on cases, documents, and tasks whenever they need.

Correct Answer: A

QUESTION 4

In Malaysia Bii Maybank eliminated the time it takes to open a new account and dramatically increased customer satisfaction in the process. By how much did Bii Maybank reduce account opening time?

- A. 22 percent

B. 33 percent

C. 41 percent

D. 60 percent

Correct Answer: D

QUESTION 5

Who are the two primary technology decision makers and influencers for Content Manager OnDemand solutions?

A. Chief Information Officer and IT Director

B. Chief Customer Officer and CFO

C. Chief Marketing Officer and Chief Compliance Officer

D. Chief Credit Officer and Chief Audit Executive

Correct Answer: A

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