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QUESTION 1

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

QUESTION 2

Which of the following increases the cost and complexity of the collection process?

- A. Employees undertaking their own collection process without organizational authorization.
- B. The migration of enterprise data to unsecured personal mobile devices.
- C. Arduous chain-of-custody documentation on diverse data sources, collection methods and rising information volumes.
- D. Intensive post-review computational analysis.

Correct Answer: C

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

QUESTION 4

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 5

Which of the following is not considered a "top of mind" consideration for implementing Value Based Archiving?

- A. Reducing the risk potential for sharing sensitive, inappropriate, or private information
- B. Finding "smoking gun" emails before they can be used against you
- C. Elimination of redundant, obsolete, and trivial content
- D. Capturing email for compliance and legal purposes

Correct Answer: C

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