

**IBM 000-M602**

**IBM Banking Industry Solutions Sales Mastery Test v1**  
Version: 4.0

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 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**

**Explanation:**

**QUESTION NO: 3**

What happened to banking operating profit margins between 1995 and 2005?

- A. Decreased
- B. Increased
- C. Remained the same
- D. Plunged

**Answer: B**

**Explanation:**

**QUESTION NO: 4**