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QUESTION 1

What is Content Manager OnDemand "optimized" for?

A. Workflows

B. Content Analytics

C. Individual documents

D. Large scale storage of print output

Correct Answer: D

QUESTION 2

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 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 onbusiness rules.

D. Case workers can create comments on cases, documents, and tasks whenever they need.

Correct Answer: A

QUESTION 4

What is the average cost to mail a paper statement?

A. 1-3 dollars

B. 3-6 dollars

C. 6-9 dollars

D. 9-12 dollars

Correct Answer: B

QUESTION 5

Which is a key benefit of the Legacy Data Cleanup Solution?

A. Identifies sensitive or toxic content

B. Archives data according to its value

C. Maintains a data map of the organization

D. Is a DoD 5015.2 certified recordsrepository

Correct Answer: B