



**IBM**

**00M-642**

*ICS Social Software Sales Mastery Test v2*

**Answer: B**

**QUESTION: 39**

What capability allows for more than one person to create and update a site that contains helpful information like a FAQ (Frequently Asked Question) in IBM Connections?

- A. Journals
- B. Forums
- C. Wikis
- D. Blogs

**Answer: D**

**QUESTION: 40**

Which IBM product delivers a broad set of powerful social capabilities that are tightly integrated?

- A. IBM Connections
- B. IBM Lotus Protector
- C. IBM Tivoli Manager
- D. IBM Lotus Symphony

**Answer: A**

**QUESTION: 41**

What can you tell your customer about what is happening in the marketplace?

- A. The world is becoming less instrumented and interconnected.
- B. The world is becoming more instrumented, interconnected, and intelligent.
- C. The world is becoming simpler and focused.
- D. The pace of adoption of new technologies is slowing down.

**Answer: B**

**QUESTION: 42**

What should you do when a callback meeting is requested by a potential customer?

- A. Deep dive into the technologies
- B. Follow up with fancy product brochures
- C. Tell them what you're going to show them, show them, and then follow up with a customer or personal example
- D. Prepare a lengthy slide deck and read each word on every page

**Answer:** C

**QUESTION:** 43

What is the capability called that allows an individual to share their own unique experiences in the IBM Connections product?

- A. ShareFiles
- B. Talk
- C. Blogs
- D. WebNotes

**Answer:** B

**QUESTION:** 44

What is the capability called that allows a user to upload documents to their own file-store in IBM Connections?

- A. Files
- B. Folders
- C. Forms
- D. Docs

**Answer:** A

**QUESTION:** 45

What is one of the key strategies that companies should be looking at to build a social business agenda?

- A. Align your strategy for maximum profit
- B. Gain social trust
- C. Engage your IT manager as the leader of your social business agenda
- D. Network all your infrastructure with bi-directional, unfettered Internet access

**Answer:** A

**QUESTION:** 46

Which IBM product increases the speed of social businesses, and can be considered as the action behind social businesses, making them more nimble?

- A. IBM Lotus Organizer
- B. IBM Sametime
- C. IBM Lotus Symphony
- D. IBM Rational Application Developer

**Answer:** C

**QUESTION:** 47

What is the best route for 'gaining social trust'?

- A. Ask your supplier network to blog about their relationship with you.
- B. Ask your employees to blog about your company in any of the blogs they participate in.
- C. Identify and develop relationships with tippers in your industry.
- D. Strive for the highest number of hits on your Web site.

**Answer:** C

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