

nCino 201 Retail Banking Functional Practice Exam (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

- 1. Which release versions does nCino support?**
 - A. Only the current version**
 - B. Future versions**
 - C. Current Minus One (n - 1 releases)**
 - D. All versions released previously**
- 2. A Contact must be associated with which of the following in nCino?**
 - A. Role**
 - B. Relationship**
 - C. Account**
 - D. Transaction**
- 3. How does nCino help with customer onboarding?**
 - A. By offering face-to-face consultations**
 - B. By streamlining the application process and automating identity verification requirements**
 - C. By providing unnecessary paperwork to customers**
 - D. By allowing customers to onboard with multiple banks at once**
- 4. What are the common challenges addressed by nCino in retail banking?**
 - A. Enhancing customer service strategies**
 - B. Reducing operational costs**
 - C. Inefficiencies in processes and compliance issues**
 - D. Increasing manual reporting**
- 5. What is the primary purpose of alerts in nCino?**
 - A. To provide entertainment for users**
 - B. To facilitate important communication about user actions**
 - C. To distract users from their tasks**
 - D. To enhance graphic displays in reports**

- 6. What does a financial facility provide to customers?**
- A. A payment processing service**
 - B. Access to capital**
 - C. A means to invest**
 - D. A method to lend**
- 7. What is essential for managing user permissions in nCino?**
- A. Establishing a single login for all users**
 - B. Implementing customizable settings for access levels**
 - C. Assigning random roles to users**
 - D. Using static permissions without adjustments**
- 8. What types of alerts can nCino set for compliance monitoring?**
- A. General feedback from customers**
 - B. Notifications for documentation deadlines**
 - C. Alerts about internal bank meetings**
 - D. Reminders for staff training sessions**
- 9. What is a key benefit of mobile capabilities in nCino?**
- A. They allow for better data security**
 - B. They enable on-the-go task management**
 - C. They eliminate the need for branches**
 - D. They restrict access to information**
- 10. What type of reports can nCino provide to retail bankers?**
- A. Standardized reports on branch performance**
 - B. Customizable reports on loan performance**
 - C. Only annual financial statements**
 - D. Reports solely focused on customer demographics**

Answers

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1. C
2. B
3. B
4. C
5. B
6. B
7. B
8. B
9. B
10. B

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Explanations

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1. Which release versions does nCino support?

- A. Only the current version
- B. Future versions
- C. Current Minus One (n - 1 releases)**
- D. All versions released previously

nCino's support policy includes the current version and the current minus one release, ensuring that customers can benefit from the most recent functionalities while still receiving support for the previous version. This approach allows organizations to upgrade at their own pace, giving them time to transition and adapt to new features and enhancements. Supporting the current minus one release helps maintain stability for businesses that may require more time to implement or test new features, thereby reducing the risk of disruption that can occur with more frequent updates. This balance allows clients to maximize their investment in the platform without the immediate pressure to adopt every new release. Selecting this option reflects a practical understanding of software lifecycle management in the context of enterprise applications, where organizations typically want a buffer period to adapt to technological changes.

2. A Contact must be associated with which of the following in nCino?

- A. Role
- B. Relationship**
- C. Account
- D. Transaction

In nCino, a Contact must be associated with a Relationship. This is because the nCino platform is built around managing customer relationships in the banking environment. A Relationship in nCino represents the connection between the bank and its customers (individuals or businesses), which is central to providing personalized service and understanding customer needs. When a Contact is linked to a Relationship, it becomes integral to managing and tracking all interactions, activities, and services related to that customer. This connection enhances the bank's ability to analyze customer data and improve their offerings based on the insights derived from the relationship, leading to better customer satisfaction and retention. While an Account, Role, and Transaction are also important components in the nCino ecosystem, they serve different purposes. An Account focuses more on the financial aspect, a Role indicates the position or title of the Contact within the organization, and a Transaction pertains to specific financial actions. However, the overarching framework that binds these elements is through the Relationships, thus highlighting their fundamental importance in the system.

3. How does nCino help with customer onboarding?

- A. By offering face-to-face consultations
- B. By streamlining the application process and automating identity verification requirements**
- C. By providing unnecessary paperwork to customers
- D. By allowing customers to onboard with multiple banks at once

nCino enhances the customer onboarding experience primarily by streamlining the application process and automating identity verification requirements. This is essential in the banking sector where efficiency and security are paramount. By simplifying the application process, nCino allows customers to provide necessary information in a more user-friendly manner, thus reducing the time it takes to open new accounts. Automation of identity verification helps banks meet compliance standards while also ensuring that the customer onboarding process is expeditious and secure. This means that customers can enjoy a faster and more efficient onboarding experience, which is critical for building a positive relationship from the very beginning. In contrast, face-to-face consultations, while they can be helpful, do not inherently streamline or modernize the onboarding process as effectively as technology does. Additionally, providing unnecessary paperwork would be counterproductive, creating friction rather than facilitating a smooth process. Lastly, allowing customers to onboard with multiple banks simultaneously is also not a standard feature in the context of customer onboarding, as it does not support the efficiency or organization factors that nCino aims to deliver.

4. What are the common challenges addressed by nCino in retail banking?

- A. Enhancing customer service strategies
- B. Reducing operational costs
- C. Inefficiencies in processes and compliance issues**
- D. Increasing manual reporting

The correct choice highlights a significant issue faced by retail banks: inefficiencies in processes and compliance challenges. nCino addresses these issues by providing a platform that streamlines workflows, automates various tasks, and ensures that compliance is integrated into daily operations. This helps banks to not only improve productivity but also maintain adherence to regulatory requirements, which is critical in the heavily regulated banking industry. By focusing on these inefficiencies, nCino empowers banks to optimize their operations, reduce errors, and ultimately enhance overall service delivery to customers. The platform's capabilities in data management and process automation are designed to tackle these common pain points effectively, making this choice the most relevant in the context of nCino's value proposition in retail banking.

5. What is the primary purpose of alerts in nCino?

- A. To provide entertainment for users**
- B. To facilitate important communication about user actions**
- C. To distract users from their tasks**
- D. To enhance graphic displays in reports**

The primary purpose of alerts in nCino is to facilitate important communication about user actions. Alerts serve as timely notifications that inform users of significant events, changes, or required actions within the system. This functionality is crucial in maintaining effective workflow and ensuring that users are promptly updated on critical aspects of their tasks or responsibilities. Alerts can help streamline decision-making and response times by keeping users informed about relevant activities, such as loan approvals, document submissions, or customer interactions that may require attention. By focusing on important communications, alerts enhance user productivity and ensure that relevant information is acted upon in a timely manner, promoting a more efficient banking operation within the nCino platform.

6. What does a financial facility provide to customers?

- A. A payment processing service**
- B. Access to capital**
- C. A means to invest**
- D. A method to lend**

A financial facility primarily provides customers with access to capital. This term refers to various forms of financing available to businesses or individuals, which can include loans, credit lines, or any other means through which funds can be obtained. Access to capital is crucial for customers as it enables them to meet their financial needs for operational expenses, investment in growth initiatives, and achieving personal financial goals. While payment processing services, investment opportunities, and lending methods are important financial services, they typically represent specific functions or products rather than the broader concept of capital accessibility. Access to capital underpins many financial transactions and opportunities, making it a fundamental offering of financial facilities to their clients.

7. What is essential for managing user permissions in nCino?

- A. Establishing a single login for all users
- B. Implementing customizable settings for access levels**
- C. Assigning random roles to users
- D. Using static permissions without adjustments

In nCino, effectively managing user permissions is crucial for ensuring that users have the appropriate levels of access based on their roles and responsibilities. Implementing customizable settings for access levels allows organizations to tailor permissions to match their operational needs and security policies. This flexibility is essential, as it enables banks to enforce rules that govern what users can view or modify within the system, protecting sensitive information while providing the necessary tools for users to perform their jobs efficiently. Customizable settings also allow for scalability, meaning as the organization grows or changes, permissions can be adjusted in accordance with new roles or regulatory demands. This proactive management minimizes the risk of unauthorized access, thus maintaining the integrity and confidentiality of customer data and banking operations. In contrast to other options, this approach prioritizes security and operational efficiency by ensuring that permissions align with actual organizational needs rather than being static or arbitrary.

8. What types of alerts can nCino set for compliance monitoring?

- A. General feedback from customers
- B. Notifications for documentation deadlines**
- C. Alerts about internal bank meetings
- D. Reminders for staff training sessions

The capability of nCino to set notifications for documentation deadlines is critical in a compliance monitoring context. Such alerts ensure that financial institutions adhere to regulatory requirements by reminding relevant stakeholders when necessary documents are due for submission or renewal. This proactive approach helps mitigate risks associated with non-compliance and allows banks to better manage their obligations effectively. By focusing on documentation deadlines, nCino helps maintain operational integrity and ensures that compliance-related tasks are completed on time. This emphasis on documentation is especially important in the banking sector, where regulatory frameworks can be complex and frequently updated. The automation of these alerts supports staff in staying organized and compliant without the need for manual tracking, which can lead to oversight and potential penalties. In contrast, general feedback from customers, alerts about internal bank meetings, and reminders for staff training sessions do not directly relate to compliance monitoring. While they are important for overall operational effectiveness and customer service, they do not specifically address the compliance requirements that nCino is designed to facilitate.

9. What is a key benefit of mobile capabilities in nCino?

- A. They allow for better data security
- B. They enable on-the-go task management**
- C. They eliminate the need for branches
- D. They restrict access to information

Mobile capabilities in nCino significantly enhance on-the-go task management, which is a crucial benefit for users, especially those in retail banking. With mobile functionality, bank employees can access, update, and manage customer accounts and tasks from anywhere, improving efficiency and responsiveness. This flexibility allows bankers to service clients in various settings, whether in the field, at a client's location, or while traveling. The ability to manage tasks on the go means that important follow-ups can occur in real-time, customer queries can be addressed promptly, and overall productivity can increase, as time typically spent at a desk is reduced. This mobile approach aligns well with the modern banking landscape, where customers expect immediate service and accessibility. Furthermore, while mobile capabilities can contribute to certain aspects of data security, the key distinguishing factor here is the focus on empowering users to manage tasks effectively in a mobile environment.

10. What type of reports can nCino provide to retail bankers?

- A. Standardized reports on branch performance
- B. Customizable reports on loan performance**
- C. Only annual financial statements
- D. Reports solely focused on customer demographics

nCino excels in offering customizable reports on loan performance, which is crucial for retail bankers who need to track and analyze various aspects of lending activity. By allowing for customization, nCino provides users with the flexibility to generate reports that reflect specific metrics or criteria relevant to their institution's strategies and objectives. This means bankers can tailor the reports to better understand trends, assess risk, and make informed lending decisions based on real-time data. The ability to customize is particularly beneficial since different banks may have unique products, target markets, or performance indicators that they want to focus on. Standardized reports, while useful, typically do not provide the same level of insight into specific operational needs as customizable reports do. Therefore, this approach ensures that retail bankers have access to the most relevant and actionable data for their performance evaluation and strategic initiatives.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://ncino201.examzify.com>

We wish you the very best on your exam journey. You've got this!