

HP

Exam HP2-E21

Selling HP Commercial Solutions

Version: 5.0

[Total Questions: 50]

Question No : 1 - (Topic 0)

Which statement is true about a consultative sale?

- A. The sales process is based on adding value
- B. The customer has a predefined product and solution they want.
- C. The sales process focuses on commodity elements of the lowest price.
- D. The sales process focuses on the fastest shipment and arrival date of product

Answer: A

Question No : 2 - (Topic 0)

Which services elements are targeted for commercial or SMB customers?

- A. Critical Services
- B. Referral Services
- C. Premium Services
- D. Basic Support Services

Answer: D

Question No : 3 - (Topic 0)

During stage 2 of the sales cycle, identify the opportunity, what should be done?

- A. create a reference story
- B. discover customer business challenges
- C. confirm the customer's budget and commitment
- D. prepare the terms and conditions of the proposal

Answer: B

Question No : 4 - (Topic 0)

Which phrase most accurately describes SMB customers?

- A. IT services typically drive their business operations.
- B. The main focus is on their business and not their IT infrastructure.

- C. IT infrastructure typically consists of multiple vendors and platforms.
- D. They are very concerned with business continuity and disaster-recovery solute

Answer: A

Question No : 5 - (Topic 0)

The finger print reader is an example of which type of feature?

- A. security
- B. reliability
- C. performance
- D. HP exclusive product differentiator

Answer: A

Question No : 6 - (Topic 0)

Which statement is true about the SMB customer?

- A. SMB customers typically deploy Integrity servers
- B. More than 80% of SMB customers have external RAID storage solutions.
- C. SMB customers typically deploy X86 systems running Windows applications.
- D. The majority of SMB customers use Linux and UNIX clustered operating systems.

Answer: C

Question No : 7 - (Topic 0)

Which type of sales process typically focuses on pricing and delivery?

- A. solution sale
- B. lifecycle sale
- C. consultative sale
- D. transactional sale

Answer: D