HP

Exam HP2-E32

Selling HP SMB Solutions

Version: 5.0

[Total Questions: 61]

Question No : 1 - (Topic 0)

Which statement is true about a consultative sale?

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

Answer: A

Question No : 2 - (Topic 0)

Which services elements are targeted for commercial or SMB customers?

A. Critical Services
B. Support Plus Services
C. Proactive 24 Services
D. Care Pack Services

Answer: D

Question No : 3 - (Topic 0)

During stage 2 of the sales cycle, Validate the Opportunity, what should be done?

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

Answer: A

Question No : 4 - (Topic 0)

A biometric fingerprint sensor is an example of which type of feature?

A. security
B. reliability

C. performance
D. ease of use

Answer: A

Question No : 5 - (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

Question No : 6 - (Topic 0)

After speaking with a customer, you determine their desktop requirements include a highly stable device with built-in manageability features. Their greatest concern, however, is security. Which HP solution is best for this customer?

A. Essential Business PC Series
B. Advanced Business PC Series
C. Elite Business PC Series
D. All-in-One Business PC Series

Answer: C

Question No : 7 - (Topic 0)

A customer who has a group of employees performing similar Microsoft Office application tasks wants to reduce their total cost of ownership (TCO). Which HP solution should you recommend to this customer?

A. desktops
B. notebooks
C. thin clients
D. workstations

Answer: C

Question No : 8 - (Topic 0)

A customer has employees who travel frequently. They are concerned about their notebooks being stolen and their data accessed by unauthorized persons. Which HP features should you explain to this customer?

A. HP Computrace
B. HP 3D DriveGuard
C. HP Backup and Recovery Manager
D. HP QuickLook 2

Answer: A

Question No : 9 - (Topic 0)

A customer's printing requirement centers on high-volume printing with the fastest output. Which printing technology would you recommend to this customer?

A. Laser technology
B. Inkjet technology
C. Multifunction printing technology
D. Photosmart technology

Answer: A

Question No : 10 - (Topic 0)

A customer wants to deploy Citrix for server-based computing. Which product should you recommend for this solution?

A. workstation
B. secure wireless notebook or handheld
C. thin client
D. Linux or UNIX-based desktop

Answer: C