

HP

Exam HP2-H18

Selling HP Retail Point of Sale Solutions

Version: 6.0

[Total Questions: 60]

Question No : 1

Your customer has decided to install the HP All-in-One Point of Sale solution and wants to install one optional Solid State Drive (SSD). How many GBs is the customer able to select?

- A. 32GB
- B. 64GB
- C. 128GB
- D. 256GB

Answer: B

Reference:http://h18000.www1.hp.com/products/quickspecs/13540_na/13540_na.PDF

Question No : 2

Which USB feature does HP offer customers to help them secure their Retail Point of Sale system?

- A. an optional lockable cover
- B. plugs with cable lock
- C. hidden inside of unit
- D. de-activate via HP BIOS

Answer: A

Reference:http://www.hp.com/sbso/solutions/pc_expertise/pos/hp-retail-hardening.pdf(page 5)

Question No : 3

What should you tell a customer to best promote the HP ap5000 Point of Sale system?

- A. It is a compact system that offers flexibility and style.
- B. It is a modular and affordable Point of Sale terminal.
- C. It is a system powerful enough to run your business.
- D. It is a system specifically designed to meet all retail needs.

Answer: AReference:<http://h20195.www2.hp.com/v2/GetPDF.aspx/c01978905.pdf>(page1)**Question No : 4**

Your customer has stated a preference for an all-in-one solution. Which HP POS product should you recommend?

- A. rp5000
- B. rp5700
- C. ap5700
- D. ap5000

Answer: DReference:http://h10010.www1.hp.com/wwpc/us/en/sm/WF05a/12454-12454-359465-338958-359467-4093101.html?jumpid=ex_r2515_go/ap5000/kimsmb/011210**Question No : 5**

You are meeting with a customer and are describing an HP Point of Sale system as "optimal for a range of retailers, easily integrated with existing systems and designed to adopt new technology." Which HP Point of Sale system are you describing?

- A. ap5000
- B. rp5000
- C. ap5700
- D. rp5700

Answer: AReference:<http://h20195.www2.hp.com/v2/GetPDF.aspx/c01978905.pdf>(page 1 - first paragraph)

Question No : 6

On which message should you focus when your customer asks you why they should buy HP-branded peripherals?

- A. simpler installation with HP Point of Sale products
- B. standard HP warranty that can reduce Total Cost of Ownership (TCO)
- C. longer lifecycle due to improved reliability
- D. easy ordering process and available financing

Answer: B

Question No : 7

Which touch screen monitor size is offered as an option for HP Point of Sale systems?

- A. 11 inch diagonal
- B. 13 inch diagonal
- C. 15 inch diagonal
- D. 17 inch diagonal

Answer: C

Reference:<http://www.semicron.com/pc-products.html>

Question No : 8

What must retailers do since they can no longer compete exclusively on price?

- A. enhance CRM systems
- B. expand inventory
- C. improve shelf placement plan
- D. expand advertising media

Answer: A