

# HP

## Exam HP2-H25

### Selling HP Personal Systems

Version: 6.1

[ Total Questions: 50 ]

## HP HP2-H25 : Practice Test

**Question No : 1**

What are the sub brands of HP business Notebook PCs?

- A. HP, HP ProBook, HP UltraBook.
- B. HP Presario Notebook, HP Windows 7 Notebook, HP Business Notebook PC
- C. HP Halfdome, HP Superdome, HP Super Elite, HP UX
- D. Compaq Presario Notebook, HP Compaq Elite Series, HP Workstation

**Answer: A**

**Question No : 2**

What is usually the first part of a sales approach?

- A. the trial close
- B. addressing objections
- C. a discovery sales call
- D. qualifying the customer

**Answer: C**

**Question No : 3**

What is the best approach to selling whether you are offering Commercial Managed IT or anything else?

- A. Tell the customer what they need since you are the expert.
- B. Ask questions and listen to the answers.
- C. Prepare a thorough detailed lecture about the product or service you are selling
- D. Show videos and provide sales and marketing materials to educate your customer.

**Answer: D**

**Question No : 4**

What should you expect a purchasing or finance person to care the most about?

- A. ease of security settings management
- B. quality of casing construction
- C. making sure that each computer has MS Windows 7 operating system
- D. factors that affect total cost of ownership and return on investment

**Answer: D**

**Question No : 5**

HP Commercial Managed IT serves commercial customers by providing what? (Select two.)

- A. software developed for specific commercial customers to help with their daily business activities and to provide them with advantages in their industries
- B. hardware that is pre-configured with operating systems and software applications that meet the needs of commercial customers
- C. low-cost highly disposable hardware that meets the needs of fast-paced industries with high turnover
- D. hardware that is pre-configured with technology such as processors, memory, and disk storage that meet the needs of commercial customers

**Answer: A,B**

**Question No : 6**

What types of questions should you ask your customers to get the best information about their needs?

- A. open-ended questions that prompt the customer to provide better information about their needs
- B. personal questions to enable you to analyze the types of people they are
- C. financial questions to make sure they can afford your product
- D. questions that require yes or no answers to keep the question and answer period brief

**Answer: A**

Reference: <http://www.wikihow.com/Ask-Open-Ended-Questions>

**Question No : 7**

What type of contact should you seek when approaching a business sales opportunity?

- A. only the CEO for the best opportunity to sell to the entire business
- B. highest level contact for a better chance of influencing the buying decision
- C. mid-level end users to learn the needs of the average end user
- D. lowest level end users for the best opportunity to learn their needs

**Answer: B**

**Question No : 8**

What are the two categories in which objections usually fall?

- A. legal objections and semantic objections
- B. excuses and unanswered questions
- C. impasses and pleas for help
- D. semantic objections and impasses

**Answer: A**

**Question No : 9**

What is unique about HP EliteBook Folio 9470p computers?

- A. low cost alternative to higher-priced notebook computers
- B. HP's thinnest notebook and has a large 14" display
- C. 3 USB ports for extensibility
- D. connects to wireless broadband networks

**Answer: B**

Reference: <http://ultrabooksreview.com/hp/hewlett-packard-has-significantly-expanded-its-ultrabook-model-range/> (last paragraph on the page)