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# HP2-E18

**HP**

*HP Service Sales Consultant*

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**QUESTION: 1**

HP currently employs how many service professionals in how many countries worldwide?

- A. less than 49,000 in 70 countries
- B. more than 69,000 in 150 countries
- C. more than 69,000 in 170 countries
- D. more than 96,000 in 150 countries

**Answer: C**

**QUESTION: 2**

What is the best question to open a dialogue with a customer that is in a changing IT environment?

- A. How do you staff for special projects?
- B. Ideally, how many additional staff do you plan to recruit?
- C. What kind of changes is the business asking you to make?
- D. What are your plans to achieve the next level of availability?

**Answer: C**

**QUESTION: 3**

When justifying the investment in services to a customer, which response is considered a best practice?

- A. Provide lots of industry examples of where HP is number one.
- B. Ensure that the customer understands all of the features of the services being offered.
- C. Only include services in the sales cycle once the customer has decided on the hardware and software solution.
- D. Take a solutions selling approach to assure that the relationship between business goals and the impact of IT on those goals is understood.

**Answer: D**

**QUESTION: 4**

When is the best time to position HP Deployment Services to your customer?

- A. at the start of the sales process that involves new hardware
- B. after new hardware is delivered and the customer experiences technical difficulties
- C. during the configuration process when HP Installation Services are added to the order
- D. after a hardware order is finalized and the customer starts to plan deployment activities

**Answer: A**

**QUESTION: 5**

How can HP ProLiant Services help reduce a customer's overall cost? (Select three.)

- A. protects business data
- B. minimizes the risk of downtime
- C. results in 80% less deployment costs
- D. optimizes power management in the IT environment
- E. decreases IT maintenance and improves operational efficiency

**Answer: B, C, E**

**QUESTION: 6**

Which statement best describes a customer benefit of choosing HP Proactive Essentials Services?

- A. provides a tailor-made service for the customer
- B. decreases outages caused by software defects
- C. provides cost-effective management with ongoing advice
- D. keeps the hardware and software running and maintains IT availability objectives

**Answer: B**

**QUESTION: 7**

Where do HP Education Services belong within the Business Critical Server (BCS) support services portfolio?

- A. referral services
- B. premium services
- C. value-added services
- D. basic support services

**Answer:** C

**QUESTION: 8**

Why would you suggest the HP Mission Critical and Proactive Services to your customers?

- A. They are high-cost services and will help you meet your numbers.
- B. It is the only way you will meet the new Penetration Rate Index (PRI) commitment.
- C. They are a way of guaranteeing that a customer never has any more unplanned downtime.
- D. They can help reduce a customer's exposure and vulnerability and protect against costly downtime risks.

**Answer:** D

**QUESTION: 9**

Which service is bundled with VMware licenses?

- A. no service is bundled
- B. 9x5 support
- C. 24x7 support
- D. HP Installation and Startup Service

**Answer:** B

**QUESTION: 10**

Which services are included in the Virtualization Services portfolio? (Select three.)



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