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HP2-E19

HP
HP Partner Fundamentals 2009

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QUESTION: 1
What should you encourage your customer when buying HP Care Pack Services?

A. renewal dates
B. the cost of downtime
C. the price of the services
D. whether to take three or five year coverage

Answer: B

QUESTION: 2
Why is it important to ask an Attitude question at the end of a sales meeting? (Select two.)

A. to be polite
B. to establish the decision date
C. to establish the customer's real views about your proposals
D. to enquire how someone else in the organization might view the proposals

Answer: C,D

QUESTION: 3
What is HP Sales Academy? (Select two.)

A. a program obuild selling skills
B. a part of the continuous learning program
C. a series of product training events delivered by HP experts
D. an HP programm that aims to improve the ability to sell the business value of ESS solutions

Answer: A,C

QUESTION: 4
Which percentage of customers interviewed said they felt meetings with suppliers made little, no or negative progress?

A. 58%
B. 68%
C. 78%
D. 88%

Answer: C

QUESTION: 5
Why is continuous learning important to a Partner salesperson? (Select two.)

A. It provides access to additional pricing incentives.
B. It enables a salesperson to gain access to HP Lab visits.
C. It ensures salespeople are constantly updating their skills and differentiating themselves in the marketplace
D. It provides benefits such as access to new product training, discounted access to courseware and testing, web-based training, and participation in training events

Answer: C,D

QUESTION: 6
When selling IPG products, which customer benefits does color printing provide? (Select two.)

A. It is easier to use.
B. Document compatibility within a customer's organization is greater.
C. Message effectiveness can be improved by nearly 80% when color is used.
D. Color can give customers a competitive edge, with an 80% improvement in brand recognition and perception of an organization.

Answer: C,D

QUESTION: 7
Which IPG specializations are available to Gold Preferred Partners? (Select three.)

A. Color Printing
B. Office Printing
C. Wide Format Printing

D. Large Format Printing
E. Office Printing Solutions

Answer: B,D,E

QUESTION: 8
How many service levels are there within HP Care Pack Services?

A. 1
B. between 10 and 15
C. more than 25
D. as many as the customer requires

Answer: C

QUESTION: 9
Why are probing questions so important in a sales situation? (Select two.)

A. They help identify the budget.
B. They help in terms of proposing the correct solution.
C. They help identify or create the customer's real business needs.
D. They help provide understanding of customer problems or challenges.

Answer: C,D

QUESTION: 10
Which HP approach ensures that customers are able to optimize their business outcomes?

A. Able Infrastructure
B. Adaptive Computing
C. Adaptable Computing
D. Adaptive Infrastructure

Answer: D

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