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QUESTION: 1

Which phrase most accurately describes SMB customers?

- A. IT services typically drive their business operations.
- B. The main focus is on their business and not their IT infrastructure.
- C. IT infrastructure typically consists of multiple vendors and platforms.
- D. They are very concerned with business continuity and disaster-recovery solutions.

Answer: B

QUESTION: 2

The finger print reader is an example of which type of feature?

- A. security
- B. reliability
- C. performance
- D. HP exclusive product differentiator

Answer: A

QUESTION: 3

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: 4

Which services elements are targeted for commercial or SMB customers?

- A. Critical Services
- B. Referral Services

- C. Premium Services
- D. Basic Support Services

Answer: D

QUESTION: 5

Which statement is true about the SMB customer?

- A. SMB customers typically deploy Integrity servers.
- B. More than 80% of SMB customers have external RAID storage solutions.
- C. SMB customers typically deploy X86 systems running Windows applications.
- D. The majority of SMB customers use Linux and UNIX clustered operating systems.

Answer: C

QUESTION: 6

What should you do to become an effective sales consultant? (Select three.)

- A. Understand the HP product portfolio.
- B. Understand the customer's business and challenges.
- C. Determine how to position HP value-add differentiators.
- D. Provide the lowest price for your products and services.
- E. Provide the fastest delivery of your products and services.

Answer: A, B, C

QUESTION: 7

How is a competitive advantage best achieved? (Select two.)

- A. learn more about a customer
- B. turn customer learning into action
- C. deliver the least costly products and solutions to a customer
- D. provide products and solutions in the fastest way to a customer

Answer: A, B



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