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HP2-E50

HP

Consultative Selling of HP Mission Critical Technical Services

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QUESTION: 1

What is NOT one of the benefits of a consultative style of selling for HP partner sales reps?

- A. customer satisfaction
- B. customer loyalty and repeat business
- C. customer education
- D. quota achievement
- E. decreased time spent in the sales process

Answer: D

QUESTION: 2

What is an incorrect perception of a consultative selling approach?

- A. The sales process is accelerated.
- B. It requires the sales person to lead the customer through a discovery discussion.
- C. The sales process becomes long and arduous.
- D. It drives need-based discussions.

Answer: C

Reference:

http://www.trainingindustry.com/uploadedFiles/ST/Executive_Toolkit/Intelligence_Center/Articles/Richardson_-_Defining_Consultative_Selling.pdf

Consultative Selling began to be misunderstood as a long, arduous sales process that focused on needs at the expense of closing business.

QUESTION: 3

What is a critical emphasis of consultative selling?

- A. selling beyond what the customer wants to what they need
- B. exploring all aspects of the customer's business so sales can make the most informed recommendation
- C. using questioning techniques so the customer will be able to determine their own needs
- D. meeting all customer requests for products and/or services

Answer: C

QUESTION: 4

Which deliverable is NOT included with Proactive Select?

- A. assigned Account Support Manager
- B. selectable and scalable proactive services and solutions
- C. reactive support
- D. flexible pricing through the purchase of service credits

Answer: D

QUESTION: 5

Which Mission Critical Service is NOT available as an HP Care Pack?

- A. Mission Critical Partnership
- B. Critical Service
- C. Critical Advantage
- D. Proactive24
- E. Proactive Select

Answer: C

Reference:

http://www.google.com.pk/url?sa=t&rct=j&q=mission%20critical%20service%20availabl%20as%20an%20hp%20care%20pack&source=web&cd=5&ved=0CDgQFjAE&url=http%3A%2F%2Fhp.sharedvue.net%2Fsharedvue%2Fresources%2F%3Fr1%3Dts-networking-services-presentation%26pid%3D76%26sid%3D%26lcid%3D&ei=wQz9Tu64MI_qOdXuxKgF&usg=AFQjC NHObZlvmWZ-VOAPGv22sUn2btj3sw(slide no. 4)

QUESTION: 6

Which deliverables are unique to Critical Advantage as compared to Critical Service? (Select two.)

- A. choice of hardware support, i.e., 6 hour call-to-repair, 24x7 on-site responses or 13x5 on-site response
- B. an assigned Account Support Manager
- C. virtual and physical technology review which recommends the Proactive Select services designed to address virtualized bladed and rack mounted environments
- D. access to HP's Global Mission Critical Solution Center through Priority Recovery

Answer: C

Reference:

<http://ideasint.blogs.com/ideasinsights/2011/02/hp-looks-for-critical-advantage-in-support-services.html>(check the table)

QUESTION: 7

Which Mission Critical Service(s) are available as a contract?

- A. Only Proactive Select
- B. Proactive24, Critical Service, and Mission Critical Partnership
- C. Critical Advantage, Critical Service, and Mission Critical Partnership
- D. Proactive Select, Proactive24, Critical Advantage, Critical Service, and Mission Critical Partnership

Answer: A

QUESTION: 8

Which deliverables is NOT part of Proactive24? (Select two.)

- A. semi-annual Support Planning Reviews delivered by the Account Support Manager (ASM)
- B. quarterly Support Activity Review delivered by the Remote Support Account Advocate (RSAA)
- C. 30 Proactive Select credits
- D. semi-annual OS patching/hot fix analysis and management
- E. semi-annual hardware firmware analysis and management
- F. access to HP's Global Mission Critical Solution Centre through Priority Recovery
- G. annual System Health check

Answer: C, F

QUESTION: 9

Which services have been designed by HP to primarily support Business Critical Server (BCS) environments?

- A. Proactive Select
- B. Mission Critical Partnership
- C. Critical Advantage and Proactive Select
- D. Mission Critical Partnership and Critical Service
- E. Critical Service, Mission Critical Partnership, and Proactive 24

Answer: E

Reference:



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