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QUESTION: 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, HPUX
D. Compaq Presario Notebook, HP Compaq Elite Series, HP Workstation

Answer: A

QUESTION: 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: 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: 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: 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, ?

QUESTION: 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

Explanation:
http://www.wikihow.com/Ask-Open-Ended-Questions

QUESTION: 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

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