



Vendor: HP

Exam Code: HP2-E32

Exam Name: Selling HP SMB Solutions

Version: DEMO

1. A customer has a limited IT budget and is interested only in cost savings. Of which HP product or service should you advise this customer to consider?

- A. simplified setup features
- B. the cost savings of a new BladeSystem deployment
- C. the longer lifecycle of HP systems for a better ROI for their investment
- D. the high availability features of HP Integrity products

Answer: C

2. Which statement is true about a consultative sale?

- A. The customer has a predefined product and solution they want.
- B. The sales process is based on adding value.
- C. The sales process focuses on the fastest shipment and arrival date of product.
- D. The sales process focuses on commodity elements of the lowest price.

Answer: A

3. Which services elements are targeted for commercial or SMB customers?

- A. Critical Services
- B. SupportPlus Services
- C. Proactive 24 Services
- D. Care Pack Services

Answer: D

4. During stage 2 of the sales cycle, Validate the Opportunity, what should be done?

- A. discover customer business challenges
- B. create a reference story
- C. prepare the terms and conditions of the proposal
- D. confirm the customer's budget and commitment

Answer: A

5. A biometric fingerprint sensor is an example of which type of feature?

- A. security
- B. reliability
- C. performance
- D. ease of use

Answer: A

6. 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

7. After speaking with a customer, you determine their desktop requirements include a highly stable device with built-in manageability features. Their greatest concern, however, is security. Which HP solution is best for this customer?

- A. Essential Business PC Series
- B. Advanced Business PC Series
- C. Elite Business PC Series
- D. All-in-One Business PC Series

Answer: C

8 A customer who has a group of employees performing similar Microsoft Office application tasks wants to reduce their total cost of ownership (TCO). Which HP solution should you recommend to this customer?

- A. desktops
- B. notebooks
- C. thin clients
- D. workstations

Answer: C