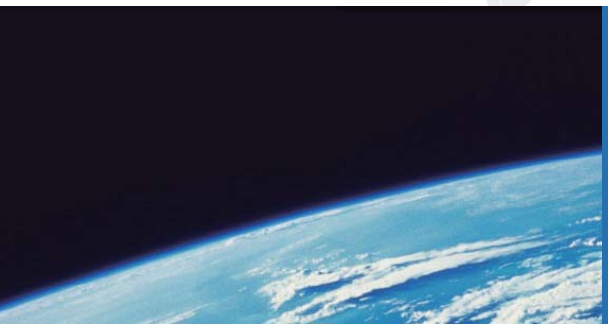

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QUESTION & ANSWER

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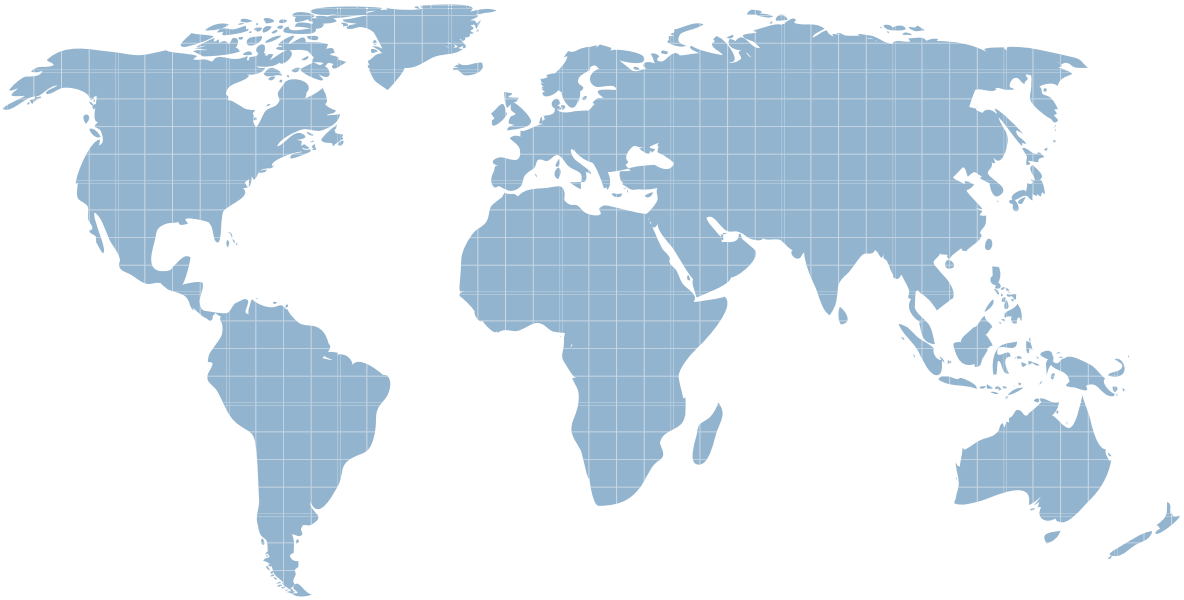

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Exam : **HP2-E32**

Title : 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 newBladeSystem 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