



ITTEST

QUESTION & ANSWER

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Exam : HP2-E48

Title : Selling Through Curiosity

Version : Demo

1. Why is it harder to keep a conversation going with a customer using closed-ended questions?

- A. The sales person must carry the burden of the conversation after receiving short answers.
- B. Customers tend not to openly discuss their perspectives with salespeople they do not know.
- C. Customers know what they want and do not want.
- D. Conversations need to be fluid.

Answer: A

2. Which question is closed-ended.?

- A. Tell me more.
- B. What do you mean?
- C. Why is that?
- D. Do you sign the check or is there someone else we need to visit?

Answer: D

3. Your customer says "I have 3 priorities right now all around storage." Based on this customer statement, what is an example of "leading the witness?"

- A. Tell me about your storage priorities.
- B. What has caused storage to be the priority?
- C. Say more about these storage priorities.
- D. Tell me about your priorities around networking.

Answer: D