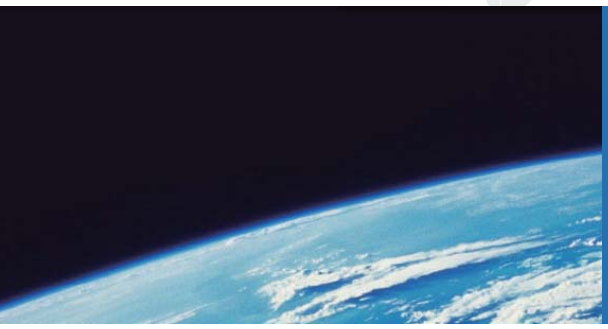
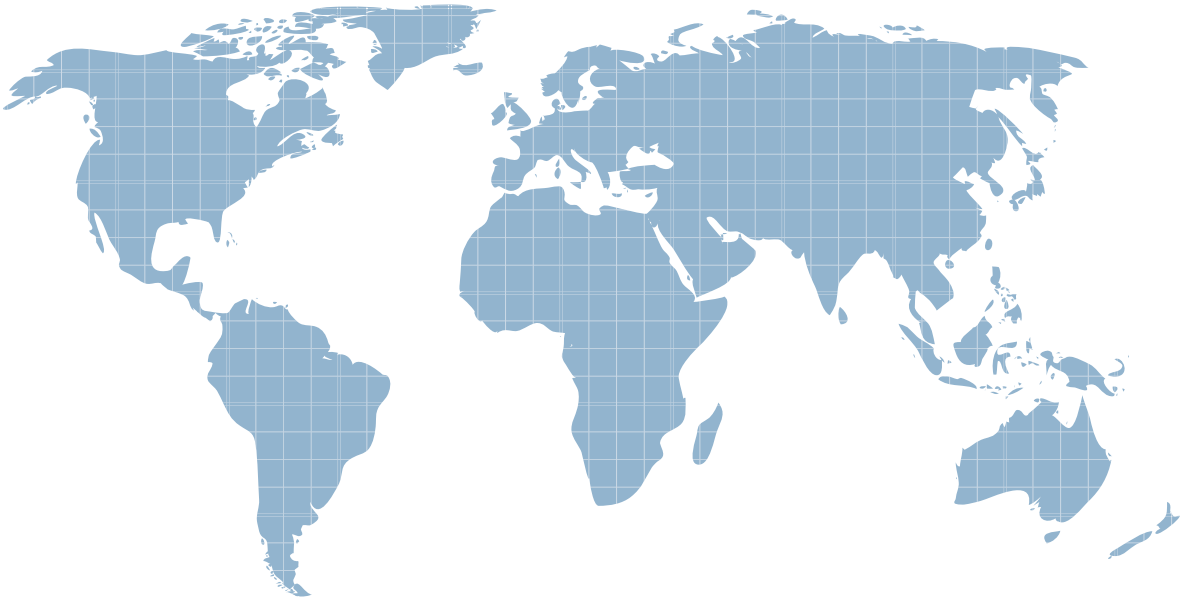


ITTEST

QUESTION & ANSWER

Guías de estudio precisos, Alta tasa de paso!



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Exam : **HP2-E50**

Title : Consultative Selling of HP Mission Critical Technical Services

Version : Demo

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: C

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

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: A

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: C

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

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 onsiteresponse
B. an assigned Account Support Manager
C. virtual and physical technology review which recommends the Proactive Select services designedto address virtualized bladed and rack mounted environments
D. access to HP's Global Mission Critical Solution Center through Priority Recovery

Answer: C

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

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: A,B

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

10.What is the Customer Support Team roles assigned to Critical Advantage and Critical Service customers?
A. Account Support Manager (ASM), Mission Critical Hardware Specialist (MCHS), Remote Support Account Advocate (RSAA), and Business Critical Consultant (BCC)
B. ASM, MCHS, and RSAA
C. ASM, MCHS, BCC, and Support Contract Administrator (SCA)
D. ASM, MCHS, and BCC
Answer: B