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QUESTION 1

In an ideal world, where time and money are not important, which part of the three-part strategic approach to imaging and printing improvement comes first?

- A. Improving the workflow
- B. Managing the fleet
- C. Optimizing the infrastructure
- D. Managing the environment

Correct Answer: A

QUESTION 2

Which description correctly classifies the HP Access Control solution?

- A. An HP accessory software solution that manages the entire fleet of imaging and printing devices at the same time
- B. An HP add-on solution that provides a cost-effective security improvement to the imaging and printing environment
- C. An integrated, policy-based component of the device firmware that provides user access to device features
- D. An HP solution that is integrated in the device operating system and provides device security settings

Correct Answer: C

QUESTION 3

What is a critical element to remember to ensure a successful uploading of contract and supplies information in the ICPP portal?

- A. A confirmation mail should be sent to the HP account manager after successful upload, quoting the contract IDs.
- B. All upload files are converted into an XML format prior to uploading to the ICPP portal
- C. The supplies import has the correct contract ID to match the contract upload ID.
- D. The supplies and contract information must be consolidated into a single csv file prior to upload to the ICPP portal.

Correct Answer: A

QUESTION 4

After learning about the customer's business and market, what is the next step in the MP imaging and printing sales process?



- A. Qualify the customer's ability to buy
- B. Discuss features and benefits of the product you are trying to sell
- C. Bring up promotions, discounts, and service contracts
- D. Assess the customer's work environment

Correct Answer: C

QUESTION 5

Which benefits do Channel Managed Print Services resellers receive as part of the program? (Select two.)

- A. A list of customers to whom they can sell
- B. Access to dedicated project management support
- C. A USB stick with an automatic assessment tool developed by HP
- D. A hardware box full of tools for technicians
- E. Access to the Channel Managed Print Services pricing tool
- F. Dedicated SRCP code for special pricing on specific HP Supplies

Correct Answer: CE

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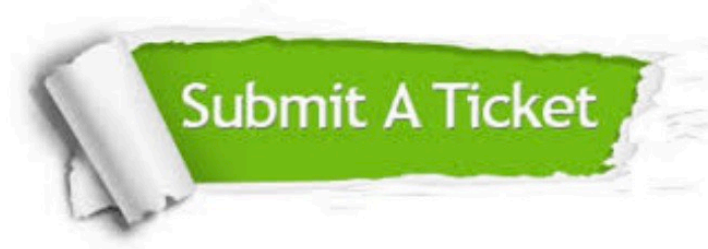
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