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QUESTION 1

How should you address customer concerns relative to price?

- A. by lowering the price with very little margin just secure the deal
- B. by explaining that HP has the most secure PCs on the planet, which warrants the higher price
- C. by focusing on key areas that show business value and highlight how the HP solution offerings offer best-in-class pricing for the value they deliver
- D. by telling them their competitor has just bought some and they don't want to be left behind

Correct Answer: C

Reference: <https://www8.hp.com/us/en/hp-information/environment/productsandsolutions.html>

QUESTION 2

Which opening question should you ask a manufacturing customer to discover an opportunity?

- A. Do you require durable, reliable PCs that keep production running and can withstand harsh factory environments of dust and debris?
- B. What avenues are you considering to better your businesses reputation? Would you be interested in the latest and greatest devices?
- C. Did you know HP is number one in the world for selling PC and printers?
- D. Are you looking for the HP EliteBook 800/705 G6 series, which are devices powered for business and designed for life?

Correct Answer: A

QUESTION 3

What is HP Sure Start?

- A. 3rd party built-in self-healing BIOS protection
- B. HP built-in hardware self-healing BIOS protection
- C. HP software for self-healing BIOS protection
- D. HP built-in hardware battery protection

Correct Answer: B

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-4649ENA.pdf>



QUESTION 4

What is the HP Endpoint Security Controller?

- A. It is a physically isolated and cryptographically protected hardware component.
- B. It is an HP software that holistically controls the security of the PC.
- C. It is a control board that informs Microsoft Windows how the PC is protected.
- D. It is a hardware component that proactively informs HP about security incidents.

Correct Answer: A

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-2796ENW.pdf> (2)

QUESTION 5

Your customer shares with you that their previous devices were unable to handle demanding software, such as Autodesk?3D Max?

Which HP series should you offer?

- A. HP Z series
- B. HP Pro series
- C. HP Elite series
- D. HP Business series

Correct Answer: A

Reference: https://www8.hp.com/hk/en/pdf/hp_autodesk_tcm_187_1531720.pdf

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