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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

How do the enhanced and premium HP DaaS plans differ from the standard plan?

- A. They isolate web content into a virtual machine or a sandbox, where malware cannot affect other tabs, applications, or the operating system.
- B. They provide services to simplify the device lifecycle management, starting with strategic guidance, planning, and design through to deinstallation, sanitization, and recycling services.
- C. They provide non-standard SLAs and services to simplify the device end of life (EOL).
- D. They provide more analytics, enhanced hardware protection, higher levels of security, and application management.

Correct Answer: D

Reference: <https://www8.hp.com/h20195/v2/GetPDF.aspx/4AA7-0368EEW.pdf>

QUESTION 3

Which HP product has HP Sure View Gen3 as an option?

- A. HP ProOne 600 G4 AiO PC
- B. HP ProBook 400 G6 series Notebook PC
- C. HP EliteOne 800 G5 AiO PC
- D. HP Chromebook 14 G5

Correct Answer: C

Reference: <https://www.thurrott.com/hardware/196696/hp-introduces-third-gen-of-hp-sure-view-with-newelitebook-x360-830-eliteone-800-all-in-one>



QUESTION 4

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 5

Why is the HP EliteBook 840 G5 Healthcare Edition Notebook PC a good fit for a hospital?

- A. It has the same durability as the standard HP EliteBook 840 G5 Notebook PC to withstand accidental drops or spills, but it can also be sanitized.
- B. It is ultra-lightweight and has a detachable keyboard, thus making it easy for doctors to carry around.
- C. It is white to match the hospital aesthetics and can be cleaned with bleach.
- D. It has the same collaboration standards as the standard HP EliteBook 840 G5 Notebook PC, but has extra security for patient records.

Correct Answer: D

Reference: <http://h20195.www2.hp.com/v2/getpdf.aspx/4AA7-2103ENUC.pdf>

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