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QUESTION 1

Before presenting a feature or advantage of a certain solution to a customer, what types of questions should you ask?

- A. Questions that confirm the HP product they are seeking
- B. Questions that determine competitors that the customer is considering
- C. Questions that uncover or create the customer's business and IT needs
- D. Questions that establish the customer's attitude toward your proposals

Correct Answer: C

QUESTION 2

Your customer needs a rugged mobile workstation that can support up to five displays. Which product should you recommend?

- A. HP Z230
- B. HP ZBook15
- C. HP ProBook800
- D. HP EliteBook800

Correct Answer: D

And all workstations support multiple displays; for example, even the HP ZBook workstations support up to 5 displays.

Reference: http://www.hp.com/unitedstates/campaigns/workstations/images/datasheet_8470w.pdf (page 1)

QUESTION 3

What is a benefit of selling HP value rather than specifications?

- A. It allows customers to compare the features and advantages of a particular product and assess the potential benefits for their organization.
- B. It ensures customers are able to realistically compare product features and determine the fastest products for their organization.
- C. It enables customers to review quotations from different organizations and determine the optimum solution based on product needs.
- D. It moves the conversation from price and product features and enables the customer to recognize the tangible value of the solution in the context of their business needs.

Correct Answer: D



QUESTION 4

Which feature built into HP Flow MFPs enables one-touch workflows?

- A. advanced image processing for pristine scans
- B. image preview, which allows view, zoom, edit, and re-order
- C. 8" display and full-size keyboard to easily enter metadata
- D. quicksets, driven from a large, full color screen

Correct Answer: B

QUESTION 5

Which feature can enable smartphone users to quickly and easily set up a connection to a printer?

- A. Wi-Fi network hotspot
- B. NFC: Touch to Print
- C. HP Wireless Direct
- D. HP ePrint

Correct Answer: C

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