



**Vendor:** HP

**Exam Code:** HP2-E32

**Exam Name:** Selling HP SMB Solutions

**Version:** DEMO

**QUESTION 1**

A customer has a limited IT budget and is interested only in cost savings. Of which HP product or service should you advise this customer to consider?

- A. simplified setup features
- B. the cost savings of a newBladeSystem deployment
- C. the longer lifecycle of HP systems for a better ROI for their investment
- D. the high availability features of HP Integrity products

**Answer: C**

**QUESTION 2**

Which statement is true about a consultative sale?

- A. The customer has a predefined product and solution they want.
- B. The sales process is based on adding value.
- C. The sales process focuses on the fastest shipment and arrival date of product.
- D. The sales process focuses on commodity elements of the lowest price.

**Answer: A**

**QUESTION 3**

Which services elements are targeted for commercial or SMB customers?

- A. Critical Services
- B. SupportPlus Services
- C. Proactive 24 Services
- D. Care Pack Services

**Answer: D**

**QUESTION 4**

During stage 2 of the sales cycle, Validate the Opportunity, what should be done?

- A. discover customer business challenges
- B. create a reference story
- C. prepare the terms and conditions of the proposal
- D. confirm the customer's budget and commitment

**Answer: A**

**QUESTION 5**

A biometric fingerprint sensor is an example of which type of feature?

- A. security
- B. reliability
- C. performance
- D. ease of use

**Answer: A**

**QUESTION 6**

Which type of sales process typically focuses on pricing and delivery?

- A. solution sale
- B. lifecycle sale
- C. consultative sale
- D. transactional sale

**Answer: D**

**QUESTION 7**

After speaking with a customer, you determine their desktop requirements include a highly stable device with built-in manageability features. Their greatest concern, however, is security. Which HP solution is best for this customer?

- A. Essential Business PC Series
- B. Advanced Business PC Series
- C. Elite Business PC Series
- D. All-in-One Business PC Series

**Answer: C**

**QUESTION 8**

A customer who has a group of employees performing similar Microsoft Office application tasks wants to reduce their total cost of ownership (TCO). Which HP solution should you recommend to this customer?

- A. desktops
- B. notebooks
- C. thin clients
- D. workstations

**Answer: C**

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