

**Exam Code:** HP2-E21

**Exam Name:** Selling HP Commercial Solutions

**Vendor:** HP

**Version:** DEMO

## **Part:**

1: Which statement is true about a consultative sale?

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

**Correct Answers: A**

2: Which services elements are targeted for commercial or SMB customers?

- A.Critical Services
- B.Referral Services
- C.Premium Services
- D.Basic Support Services

**Correct Answers: D**

3: How is a competitive advantage best achieved? (Select two.)

- A.learn more about a customer
- B.turn customer learning into action
- C.deliver the least costly products and solutions to a customer
- D.provide products and solutions in the fastest way to a customer

**Correct Answers: A B**

4: During stage 2 of the sales cycle, identify the opportunity, what should be done?

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

**Correct Answers: B**

5: Which phrase most accurately describes SMB customers?

- A.IT services typically drive their business operations.
- B.The main focus is on their business and not their IT infrastructure.
- C.IT infrastructure typically consists of multiple vendors and platforms.
- D.They are very concerned with business continuity and disaster-recovery solute

**Correct Answers: B**

6: The finger print reader is an example of which type of feature?

- A.security
- B.reliability
- C.performance
- D.HP exclusive product differentiator

**Correct Answers: A**

7: Which statement is true about the SMB customer?

- A.SMB customers typically deploy Integrity servers
- B.More than 80% of SMB customers have external RAID storage solutions.
- C.SMB customers typically deploy X86 systems running Windows applications.
- D.The majority of SMB customers use Linux and UNIX clustered operating systems.

**Correct Answers: C**

8: What should you do to become an effective sales consultant? (Select three)

- A.Understand the HP product portfolio
- B.Understand the customer's business and challenges
- C.Determine how to position HP value-add differentiators.
- D.provide the lowest price for your products and services.
- E.Provide the fastest delivery of your products and services.

**Correct Answers: A B C**

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

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

**Correct Answers: D**

10: Which HP server should you recommend to a budget-conscious SMB customer who requires a tower platform for a single-function application?

- A. HP ProLiant BL series
- B.HP ProLiant ML1xx series
- C.HP ProLiant ML3xx series
- D.HP ProLiant ML5xx series

**Correct Answers: C**