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QUESTION 1

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 2

Which mobile product should you recommend for a healthcare user?

- A. HP EliteBook Folio
- B. HPZ1 Workstation
- C. HPProBook600
- D. HP Elitepad 1000 with a healthcare jacket

Correct Answer: D

QUESTION 3

Your customer tells you that they had problems in the past with the keys on their Notebook wearing out. Which feature should you turn into a benefit for the customer\?

- A. HP DuraKeys
- B. spill resistant keyboard
- C. HP 3D DriveGuard
- D. HP DuraFinish

Correct Answer: A

QUESTION 4



Which statement best describes HP OfficeJet print quality? (Select two.)

- A. Customers who work in the Enterprise environment should only be looking at LaserJet printers. HP OfficeJet inks can give you high quality prints that are water resistant.
- B. HP only offers mono printing with ink. and this beats laser print outs
- C. Mono only prints are resistant to water.
- D. HP OfficeJet inks can withstand highlighter use and resist smearing.
- E. OfficeJet inks are not as good as laser printing for business printing.

Correct Answer: CD

QUESTION 5

Why does HP routinely test over 300 different paper types from around the planet?

- A. To find out what the Recommended Monthly Print Volume (RMPV) will be
- B. To rebrand them HP
- C. To ensure that no matter where the customer buys their paper from, their printer will perform as reliably as possible
- D. To check on the competition

Correct Answer: C

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