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Exam : HP2-E50

Title : Consultative Selling of HP Mission
Critical Technical Services

Vendors : HP

Version : DEMO

NO.1 Which Mission Critical Service is NOT available as an HP Care Pack?

- A. Mission Critical Partnership
- B. Critical Service
- C. Critical Advantage
- D. Proactive24
- E. Proactive Select

Answer: C

NO.2 What is a critical emphasis of consultative selling?

- A. selling beyond what the customer wants to what they need
- B. exploring all aspects of the customer s business so sales can make the most informed recommendation
- C. using questioning techniques so the customer will be able to determine their own needs
- D. meeting all customer requests for products and/or services

Answer: C

NO.3 Which deliverable is NOT included with Proactive Select?

- A. assigned Account Support Manager
- B. selectable and scalable proactive services and solutions
- C. reactive support
- D. flexible pricing through the purchase of service credits

Answer: D

NO.4 What is an incorrect perception of a consultative selling approach.?

- A. The sales process is accelerated.
- B. It requires the sales person to lead the customer through a discovery discussion.
- C. The sales process becomes long and arduous.
- D. It drives need-based discussions.

Answer: C

NO.5 What is NOT one of the benefits of a consultative style of selling for HP partner sales reps?

- A. customer satisfaction
- B. customer loyalty and repeat business
- C. customer education
- D. quota achievement
- E. decreased time spent in the sales process

Answer: D

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