

Exam : HP HP2-E19

**Title : HP Partner Fundamentals
2009**

Version : Demo

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1. What is the Optimal Skills Program?

- A. a means to build product knowledge
- B. a way to develop skills to the highest levels
- C. a way to optimize training time and decrease company costs
- D. a way to link the necessary level of HP skills to the Partner Business Growth Strategy

Answer: B

2. On average, what is the maximum percent of time that salespeople spend on "active" selling?

- A. 10%
- B. 15%
- C. 20%
- D. 25%

Answer: C

3. Which percentage of customers interviewed said they felt meetings with suppliers made little, no or negative progress?

- A. 58%
- B. 68%
- C. 78%
- D. 88%

Answer: C

4. What is considered a compelling business reason?

- A. part of a proposal
- B. a reason to justify the IT investment
- C. a reason for the salesperson to attend a meeting
- D. a customer's reason for attending a meeting with a supplier

Answer: D

5. Why are probing questions so important in a sales situation? (Select two.)

- A. They help identify the budget.
- B. They help in terms of proposing the correct solution.
- C. They help identify or create the customer's real business needs.
- D. They help provide understanding of customer problems or challenges.

Answer: CD

6. What is the most important role of a salesperson?

- A. to ask questions
- B. to listen to the customer
- C. to deliver against expectations
- D. to align IT solutions with customer needs

Answer: B

7. From the customer point of view, what is the main reason for the lack of progress in meetings with suppliers?

- A. poor listening
- B. salesperson spoke too much
- C. salesperson failed to follow up
- D. lack of preparation and planning

Answer: D

8. Why is it important to ask an Attitude question at the end of a sales meeting? (Select two.)

- A. to be polite
- B. to establish the decision date
- C. to establish the customer's real views about your proposals
- D. to enquire how someone else in the organization might view the proposals

Answer: CD

9. Which cost reduction did IDC find for the move to virtualization across the desktop over the three year

period?

- A. \$56,000 for 100 users
- B. \$82,000 for 100 users
- C. \$132,000 for 100 users
- D. \$232,000 for 100 users

Answer: C

10. What are the priorities for PSG for the next year? (Select three.)

- A. attach
- B. virtualization
- C. point of sales growth
- D. corporate rollout projects
- E. monitoring growth in design markets
- F. Notebooks in the Small Business, Small Office

Answer: ABF

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