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Selling HP Personal Systems Services 2018

HP HP2-H65

Version Demo

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QUESTION NO: 1

Besides explaining that HP has installment payment solutions, how else should you counter a customer's objection that services cost too much?

A. HP prevents your IT team from needed to spend time working on HP devices, which allows them to focus on their main purpose (innovation).

B. HP Services give you predictability and greater control of the Total Cost of Ownership.

C. HP Services can immediately and seamlessly replace your help desk.

D. HP Services can be purchased at extremely discounted prices.

ANSWER: A

QUESTION NO: 2

Which tool allows you to instantly find and share Care Pack Services and stay informed with the latest news on HP Services?

A. HP Cirrus

B. HP Sales Central

C. HP Cross Sell Solution

D. HP Support Center

ANSWER: B

QUESTION NO: 3

Which types of HP Services contracts are available to your customers? (Select two.)

A. Adjustable

B. Transactional

C. Standard

D. Durational

E. Custom

ANSWER: B D

QUESTION NO: 4

What does the HP Partner First Portal allow partners to do? (Select two.)

A. register and track services

B. create a quote

C. check warranty coverage

D. access information about HP hardware & services

E. access business selling tools, training, and other resources such as HP Sales Central

ANSWER: A E

Explanation:

https://partner.hp.com/documents/46678/362954959/HP+PFP_New+Partner+Registration+Process+for+APJ+E

QUESTION NO: 5

Which benefits are included in HP Services value proposition for the channel partners?

A. Extend market reach; Maximize profitability; Strengthen customer relationships

B. Build customer relationships; Maximize profitability; Reward growth

C. Build revenue; Differentiate yourself; Sell more

D. Extend market reach; Grow profits; Gain recognition

ANSWER: B