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QUESTION 1

Before presenting a feature or advantage of a certain solution to a customer, what types of questions should you ask?

A. Questions that confirm the HP product they are seeking

B. Questions that determine competitors that the customer is considering

C. Questions that uncover or create the customer\\'s business and IT needs

D. Questions that establish the customer\\'s attitude toward your proposals

Correct Answer: C

QUESTION 2

Your customer needs personal computing devices for complex analysis of company data. Which solution would you recommend?

A. HP EliteBook

B. HP EliteDesk

C. HP Business Desktop

D. HP ElitePad

Correct Answer: A

QUESTION 3

Where is the customer value on the Universal Print Driver?

A. one driver for all HP LaserJet MFPs, most printers, and some HP Officejets

B. HP image preview, which allows view, zoom, edit, and re-order

C. the ability to store documents in the cloud through just one driver

D. industry-leading fleet management for just 15 Euros per month

Correct Answer: C

QUESTION 4

Which management software solution allows IT administrators to deploy OS, software, and system configuration?

A. LANDesk management software

B. Insight Control management software

C. Data Protector management software

D. HP Embedded Web Server software

Correct Answer: C

QUESTION 5

Which kinds of extremes do HP printers undergo during testing? (Select two.)

A. temperature/humidity

B. vibration

C. under water

D. dust and pollution

E. loud noise

F. dropped from 10 feet

Correct Answer: AD

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