

# QUESTIONS & ANSWERS

Kill your exam at first Attempt



**HP**

## **HP2-E50**

*Consultative Selling of HP Mission Critical Technical Services*

**Answer:** C

**QUESTION:** 35

What are the key lifecycle stages for reliable IT service delivery?

- A. service definition, proof of concept, development, and implementation
- B. investigate, innovate, implement, and improve
- C. requirements gathering, design, release and support, underpinned by change management
- D. plan, do, check, and act

**Answer:** A

**QUESTION:** 36

On the IT to Business Alignment continuum, if a customer has a “Highly Available” service level requirement for a specific application, what is the most appropriate HP Mission Critical support solution that should be proposed?

- A. Proactive24 plus 6 hour Call-to-Repair
- B. Mission Critical Partnership
- C. Proactive Select or Proactive24
- D. Mission Critical Partnership, Critical Service or Critical Advantage

**Answer:** D

**Reference:**

<http://ideasint.blogs.com/ideasinsights/2011/02/hp-looks-for-critical-advantage-in-support-services.html>

**QUESTION:** 37

Once you have analyzed your specific customer needs and aligned them to HP’s MC Support service portfolio, how should you begin positioning your recommendations?

- A. Select the MC TS support offering which is the cheapest with an aim of up- selling later.
- B. Select the highest MC TS support offering that has deliverables that meet all of the customer’s needs.
- C. Choose any of the MC TS support offerings that include a call-to-repair commitment.

D. Select the closest MC TS offering with deliverables that meet most customer needs, but is easier to sell.

**Answer:** D

**QUESTION:** 38

What should you do to successfully close the sale at the end of the IT to Business Alignment workshop?

- A. Contact your HP support specialist or services PBMs with the identified customer needs so they can complete the proposal on your behalf.
- B. Hand the customer all the relevant MC TS support product data sheets and agree to call the customer for a decision after the workshop.
- C. Agree on next steps, including timelines, which should include a customized proposal submission with more details and pricing.
- D. Call for a break to prepare your final proposal, and attempt to obtain a decision from the customer during the workshop.

**Answer:** C

**QUESTION:** 39

For HP partners, what is the best source for assistance with sales of HP Mission Critical Support Services?

- A. hp.com
- B. Partner Business Manager
- C. HP Partner Portal
- D. HP Product Bulletin

**Answer:** C

**Reference:**

[http://h20375.www2.hp.com/portal/site/publicpartner-portal/menuitem.92adb114d98ecc78f24af950f8039e01/?javax.portlet.tpst=dd74323b09f1e2dfcecc8e567a1c39e01&javax.portlet.prp\\_dd74323b09f1e2dfcecc8e567a1c39e01\\_TARGET=%24SM%24https%3A%2F%2Fh20375.www2.hp.com%2Fportal%2Fsite%2Fpartner-portal%2Fmenuitem.2490f98226c23dcc7aeb9e2ba186ee01%2F](http://h20375.www2.hp.com/portal/site/publicpartner-portal/menuitem.92adb114d98ecc78f24af950f8039e01/?javax.portlet.tpst=dd74323b09f1e2dfcecc8e567a1c39e01&javax.portlet.prp_dd74323b09f1e2dfcecc8e567a1c39e01_TARGET=%24SM%24https%3A%2F%2Fh20375.www2.hp.com%2Fportal%2Fsite%2Fpartner-portal%2Fmenuitem.2490f98226c23dcc7aeb9e2ba186ee01%2F)

**QUESTION: 40**

What is the primary reason partners should sell HP Proactive and Reactive services?

- A. Customer satisfaction and loyalty decreases with the provision of services.
- B. On-going business relationships between HP and its partners are improved.
- C. 95% of customers who purchase hardware with HP proactive services will repurchase - satisfied customers are repeat buyers.
- D. the HP Mission Critical Services portfolio delivers high customer satisfaction due to the customer getting more visibility to problems when they happen.

**Answer: D**



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