

QUESTIONS & ANSWERS

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- B. the palette of colors that can be used
- C. the time of day that color can be used
- D. the number of color print jobs the printer may print

Answer: D

Reference:

<http://h71028.www7.hp.com/enterprise/cache/616215-0-0-225-121.html>

QUESTION: 35

How should you handle an objection that is raised during a solutions findings presentation?

- A. Ignore the comment because it probably is not important.
- B. Tell the person asking the question that you want to talk to him in private.
- C. Acknowledge the objection and provide an answer, based on evidence.
- D. Conclude your presentation because your audience is probably not serious about implementing the solution.

Answer: C

QUESTION: 36

What is the main goal when presenting your findings to the customer?

- A. to map customer pain points to solution benefits
- B. to try and close the deal
- C. to request the customer's budget
- D. to meet with the end users to discuss what is working

Answer: A

QUESTION: 37

When should you schedule the installation of a pilot?

- A. during the day when everyone who will be using the new solution is present
- B. at closing time when you have access to more people who will use the new solution
- C. during business downtime so you do not monopolize their network

D. when it is convenient for you, so you can schedule a large block of time so the installation will not be rushed

Answer: A

Explanation:

You can schedule the installation of a pilot during the day so that everyone interested in the solution can easily test the system.

QUESTION: 38

Which statement is true about who should conduct training for users of the new solution?

- A. The customer should provide training as they know which features users should be most familiar with.
- B. The trainer should be the person within your business network who is an expert at that particular solution.
- C. You should conduct the training, even if you are unfamiliar with all the features of the solution.
- D. HP solutions are simple enough that people can teach themselves.

Answer: B

QUESTION: 39

What is the best way to keep in contact with your customer after your role in the solutions sales is over?

- A. Go to other companies in the industry and praise the work of your customer.
- B. Ask to use them as a reference site.
- C. Establish an annual contact by marking it on your calendar.
- D. You have provided them with solutions so it is not necessary to stay in contact.

Answer: B

QUESTION: 40

Which statement is true about phasing out your role in a solutions sale?

- A. You should announce a date when you will no longer be active in the project, at which time the customer needs to implement the support plan.
- B. Once you complete the pilot and install the solution in the department, your role is over.
- C. Your role is never really over as this is how you maintain a relationship with your customer.
- D. Your role is over when the customer tells you he no longer needs your services.

Answer: C

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