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QUESTION 1

What should be the focus of your first sales conversation with a customer?

- A. uncovering their needs
- B. presenting special offers
- C. offering discounts
- D. selecting the solution

Correct Answer: A

QUESTION 2

Which opening question should you ask a manufacturing customer to discover an opportunity?

- A. Do you require durable, reliable PCs that keep production running and can withstand harsh factory environments of dust and debris?
- B. What avenues are you considering to better your businesses reputation? Would you be interested in the latest and greatest devices?
- C. Did you know HP is number one in the world for selling PC and printers?
- D. Are you looking for the HP EliteBook 800/705 G6 series, which are devices powered for business and designed for life?

Correct Answer: A

QUESTION 3

Which HP security solution is correct to recommend to a mobile customer who works with sensitive information in different and often public locations and wants to prevent visual hacking?

- A. HP Sure Click
- B. HP Biosphere
- C. HP Sure Sense
- D. HP Sure View

Correct Answer: D

QUESTION 4

What does the HP Secure Erase do?



- A. It updates and maintains software and security settings across a fleet of PCs and HP Enterprise printers.
- B. It quickly and effectively removes any malware from HP-protected personal systems and printer devices.
- C. It helps with real-time malware protection using deep neural nets, including zero-day attacks.
- D. It permanently destroys sensitive information from hard drives and solid-state drives, so it can never be recovered or compromised.

Correct Answer: D

QUESTION 5

What does the HP Image Assistant Gen3 do?

- A. It updates and maintains software and security settings across a fleet of PCs and HP Enterprise printers.
- B. It monitors key processes, alerts both users and IT of any changes, and restarts them automatically.
- C. It helps with real-time malware protection using deep neural nets.
- D. It helps develop and maintain an up-to-date software image that has the latest patches and upgrades.

Correct Answer: D

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