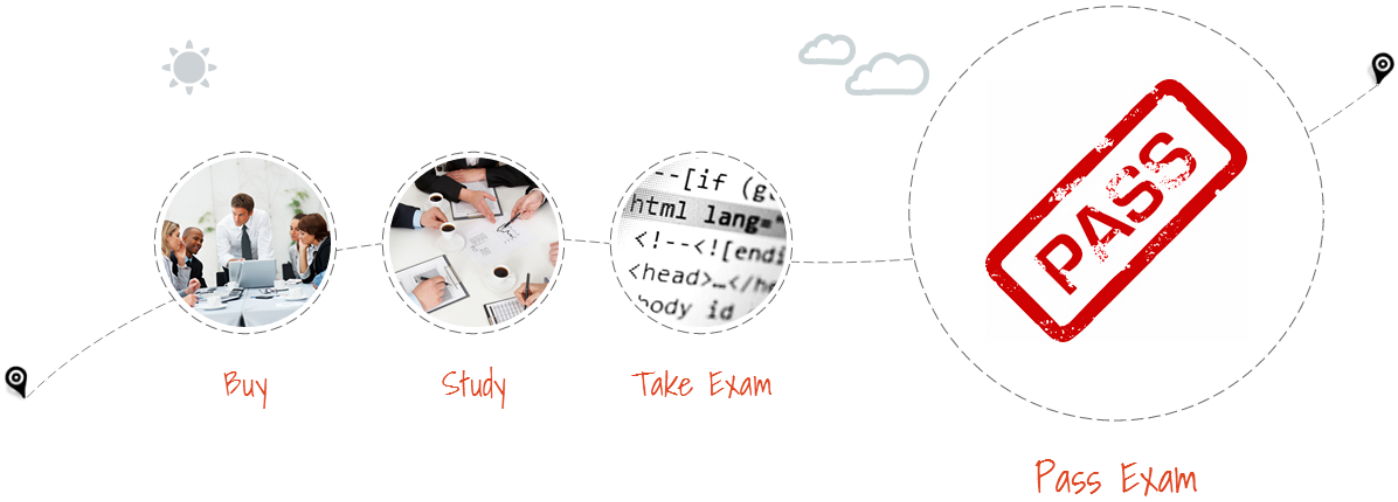
ActualtestsIT

ActualtestsIT

HOME | ALL VENDORS | GUARANTEE | FAQ | TESTIMONIALS | CART (0)



Try PDF Demo before you buy

Online Test Engine: Online Tool, Convenient, easy to study. Instant Online Access. Supports All Web Browsers.
PDF format: Easy to read and print learning materials, our products are available in PDF file format.
Desktop Test Engine: Installable Software Application. Simulates Real Exam Environment. Practice Offline Anytime.

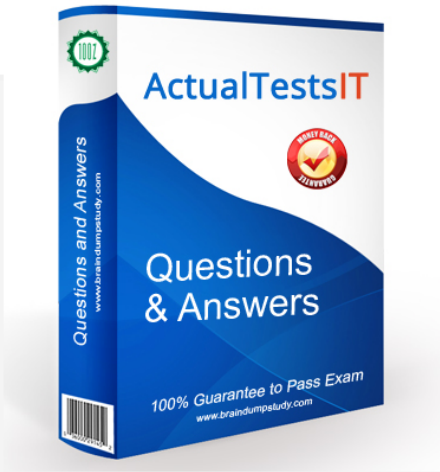
Select a vendor... | Select an test... | Your email adress | Free Download Demo

Instant Download

After Payment, our system will send you the products you purchase in mailbox in a minute after payment. If not received within 2 hours, please contact us.

365 Days Free Updates

Free update is available within 365 days after your purchase. After 365 days, you will get 50% discounts for updating.



Money Back Guarantee

Full refund if you fail the corresponding exam in 60 days after purchasing. And Free get any another product.

Security & Privacy

We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.

http://www.actualtestsit.com/

Topping Certification Exam Prep, Test Dumps Materials - ActualTestsIT

Exam : HP2-E14

Title : HP Service Sales Professional

Vendors : HP

Version : DEMO

NO.1 According to research, approximately what percentage of all helpdesk calls are related to
commercial printers?
A. less than 10%
B. more than 50%
C. more than 75%
D. between 10% and 20%
Answer: B

NO.2 What is the correct sequence for a successful HP Care Pack Services sales process?
A. Introduce services, illustrate cost of downtime, relate value to customer objectives, compare
cost of service to cost of downtime, and reinforce credibility
B. Introduce services, relate value to customer objectives, reinforce credibility, illustrate cost of
downtime, and compare cost of service to cost of downtime
C. Introduce services, reinforce credibility, relate value to customer objectives, illustrate cost of
downtime, and compare cost of service to cost of downtime
D. Introduce services, illustrate cost of downtime, compare cost of service to cost of downtime,
reinforce credibility, and relate value to customer objectives
Answer: C

NO.3 Can you improve your margin by including services at the point of product sales?
A. Yes. if you offer the right service.
B. No, if the customer does not ask for services, you must sell them at cost, so no margin is left
and the order margin percentage decreases.
C. No, because offering services together with the product means that you are not selling a qualitative product and there is a risk of losing the total sale
D. Yes. the increased order value (extra 15% to 30%) has a positive impact on the total margin,
and a typical sen/ice margin is even higher than the product margin
Answer: D

NO.4 Why is it important to introduce services early in the sales cycle for an HP Integrity solution?

(Select three.)
A. You can provide higher services discounts early in the sales cycle.
B. if you do not, the competition might step in to provide the service solution
C. Your value proposition is stronger with services included from the beginning
D. The customer's budget may not be stretched later on to accommodate additional services.
E. The standard warranty, that provides basic protection against downtime and services, is an
important component to provide a complete solution
Answer: B,C,E

NO.5 What is the typical percentage profit margin for HP Care Pack Support Services compared with
HP products?
A. bigger
B. similar
C. smaller
D. depends on which HP Care Pack
Answer: A