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## Question 1

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**Question Type:** MultipleChoice

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What are the characteristics of the workforce under 37 years of age?

### Options:

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- A- eco-friendly, mid-levels of education, faithful
- B- technology focused with flexibility demands and light loyalty
- C- tech-friendly, not keen to share information, highly educated
- D- directionless, cash rich, highly innovative
- E- various masters, remote workers, trustworthy

### Answer:

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B

## Question 2

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**Question Type:** MultipleChoice

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Your manufacturing customer is looking for a solution for their creative teams that optimizes flexibility (hot desking). Members of these teams already standardized on the HP ZBook 17 G5 Mobile Workstations.

Which HP solution should you recommend to this customer?

**Options:**

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- A- HP Ultralim Docking Station
- B- HP Thunderbolt Dock 120WG2 with the audio module
- C- HP Thunderbolt Dock 230W G2 with the combo cable
- D- HP USB-C Mini Dock

**Answer:**

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A

## Question 3

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**Question Type: MultipleChoice**

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Which HP display would be most useful for someone who spends most of their time traveling and has no fixed office?

**Options:**

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- A- HP S1414-inch Portable Display
- B- HP E243p 23.8-Inch Sure View Monitor
- C- HP S340c 34-inch Curved Monitor
- D- HP E243d 23.8-inch Docking Monitor

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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How does HP lead the industry with security?

**Options:**

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- A-** by forcing all users to use multi-factor authentication
- B-** by adding digitally-enforced Kensington locks to all devices
- C-** by enforcing policies for all users to regularly update Microsoft Windows and any security programs
- D-** by providing a comprehensive suite of security solutions that help protect customer devices, identity, and data with hardware-enforced protections

**Answer:**

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C

## Question 5

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**Question Type:** MultipleChoice

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Your customer spends 40% of time at the office and is looking for a way to quickly connect to existing external monitors. Which accessory would be most useful to add to their HP EliteBook?

**Options:**

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**A-** HP Hot Desk Stand

- B- HP Docks
- C- HP Wireless Keyboard and Mouse
- D- HPShareboard

**Answer:**

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D

## Question 6

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**Question Type:** MultipleChoice

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Which HP series of personal systems supports HP Sure Start?

**Options:**

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- A- HPChromebook
- B- HP Pro and Elite series PCs
- C- HP 200 series Notebook PCs
- D- HP 200 series Desktop PCs

**Answer:**

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A

## Question 7

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**Question Type:** MultipleChoice

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

**Options:**

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

**Answer:**

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A

## Question 8

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**Question Type:** MultipleChoice

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Your client is a growing company looking to:

- \* transition to a VDI or cloud infrastructure
- \* lower their IT costs
- \* centralize management and IT support
- \* increase security across endpoints, users, and data

Which HP solution meets this client's requirements?

### Options:

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- A-** HP Cloud Clients
- B-** HP Smart Connect
- C-** HP Elite Clients
- D-** HP Workstations



**Answer:**

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B

## Question 9

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**Question Type:** MultipleChoice

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What does HP do to meet the needs of the changing demographics?

**Options:**

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- A-** HP is bringing out a new style of wearable computer that is perfectly suited for the changing demographic.
- B-** HP offers purpose-built HP healthcare solutions and HP VR backpacks.
- C-** HP creates retro-looking devices for the untapped silver generation market.
- D-** HP creates an easy mode to simplify Microsoft Windows and thus make Windows easier to use.

**Answer:**

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C

## Question 10

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**Question Type:** MultipleChoice

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Why is the HP EliteBook 840 G6 Healthcare Edition Notebook PC a good fit for a hospital?

### Options:

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- A-** It has the same collaboration standards as the standard HP EliteBook 840 G5 Notebook PC. but has extra security for patient records.
- B-** It has the same durability as the standard HP EliteBook 840 G6 Notebook PC to withstand accidental drops or spills, but It can also be sanitized.
- C-** It is white to match the hospital aesthetics and can be cleaned with bleach.
- D-** It is ultra-lightweight and has a detachable keyboard, thus making It easy for doctors to carry around.

### Answer:

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D

## Question 11

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**Question Type:** MultipleChoice

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When ready to propose a product to a customer, what should you take into consideration?

**Options:**

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- A- that you include a six-month expandable Care Pack
- B- any potential promotions when it comes time for the customer to buy
- C- that you answer the customer pain points and meet their needs
- D- that you always sell HP DaaS services along with the hardware

**Answer:**

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C

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