HP Certified Professional
Selling HP Commercial SMB Solutions
Exam #HP2-E12
Exam Datasheet

Audience

This exam is required for HP partners and internal HP employees wishing to fulfill the requirements for the Accredited Sales Professional designation and earn the HP Commercial SMB Solutions [2006 or later] credential.

Key Topics

<table>
<thead>
<tr>
<th>Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0 Sales Processes of HP Commercial Solutions</td>
</tr>
<tr>
<td>• Determine sales cycle steps</td>
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<tr>
<td>• Identify partners</td>
</tr>
<tr>
<td>• Develop an understanding of the IT trends and market place</td>
</tr>
<tr>
<td>2.0 HP Commercial Solutions Architectures/Technologies</td>
</tr>
<tr>
<td>• Describe Server offerings.</td>
</tr>
<tr>
<td>• Describe Storage solutions.</td>
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<tr>
<td>• Demonstrate ability to discuss IT terminology in the customer's context at a business value level.</td>
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<tr>
<td>• Describe PSG offerings.</td>
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<tr>
<td>• Describe IPG offerings.</td>
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<tr>
<td>3.0 HP Commercial Solutions</td>
</tr>
<tr>
<td>• Describe software, hardware and services product benefits.</td>
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</tbody>
</table>
**Objectives**

- Recognize HP products and solutions
- Describe HP's unique business value.

### 4.0 Planning and Design of the HP Solution

- Determine/identify products that your customer needs

### 5.0 Solution Implementation and Customer Satisfaction

- Ensure customer satisfaction

**Exam Specifications**

- Number of items: 40
- Passing Criteria: 70%
- Time Allocated: 60 minutes

**Available Study Materials**

This certification test was developed to test your knowledge of Selling HP Commercial Solutions. We recommend that you have significant hands-on experience with this topic before you take the exam.

These study materials are not required to pass the certification exam. They are simply additional exam preparation materials of which we are aware. Please refer to your regional websites for information on how to register for the courses below.

Reference Material: You may use any reference material needed while taking this exam.

**Instructor-Led Training**

Use the information in this guide and the practical experience you have gained to determine your need for the instructor-led training.

<table>
<thead>
<tr>
<th>Title</th>
<th>Course Number</th>
<th>How to Enroll</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial SMB Sales Essentials</td>
<td>38488</td>
<td>Refer to your regional websites for local training information</td>
</tr>
</tbody>
</table>

**Web-Based Training**

Self-paced training and technical documentation may provide appropriate learning alternatives to instructor-led training for more experienced candidates.

<table>
<thead>
<tr>
<th>Title</th>
<th>How to Order/Obtain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial SMB</td>
<td>Refer to your regional websites for local</td>
</tr>
</tbody>
</table>
Sample Exam Items

The following examples represent the types of items and question formats that you could see on the exam. These are generic samples and do not reflect the content being tested.

1. Which planet is closest to the Earth?
   A. Mars
   B. Pluto
   C. Venus
   D. Saturn

2. Which planets are “inner planets” — planets found within the asteroid belt? Select TWO.
   A. Pluto
   B. Earth
   C. Neptune
   D. Mercury
   E. Venus
3. Click the Exhibit button.

What is this constellation called?
A. Leo
B. Aries
C. Orion
D. Taurus
E. Gemini
F. Pleiades
G. Ursa Minor
H. Ursa Major
I. Andromeda

Conclusion
HP wishes you success in the HP Certified Professional Program and in passing the exam for which you are preparing.