HP Certified Professional  
HP Service Sales Consultant  
HP2-E18  
Exam Datasheet

Key Topics

- Fundamental sales processes of HP Service Sales
- HP Commercial services offerings
- Determine HP Commercial services solutions for a customer

Exam Specifications

- Number of items: 50
- Passing Criteria: 68%
- Time Allocated: 75 minutes

Exam Preparation

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

- Selling HP Care Pack Value Services, course HP3P_66, Web-based training

Available Study Materials

This certification test was developed to test your HP Service Sales Consultant knowledge. We highly recommend that you participate in the applicable training courses. We also recommend that you have significant hands-on experience with the product before you take the exam.

- ProLiant Server Basics v5.42, #209WBT - Web-based training
- ISS Sales Specialist Portfolio, ProLiant Family W BT April 2006 #205WBT - Web-based training
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 are 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

4. Click the Task button.

Place the planets in order of closest to farthest from the planet Earth.
5. Click the Task button.

Review the picture of the planets and click on Saturn.

Conclusion

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