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Guarantee

Vendor:HP

Exam Code:HP2-B110

Exam Name:Selling HP Imaging and Printing Supplies
– Exam

Version:Demo

QUESTION 1

According to the 2013 Spencer Lab laser study, approximately what percent of non-HP toner cartridges had problems?

- A. 30%
- B. 50%
- C. 70%
- D. 90%

Correct Answer: B

QUESTION 2

What steps does HP take to protect customers from counterfeit cartridges?

- A. Partner network, local offices, and worldwide presence
- B. Research and development, Marketing and reliability
- C. Prevention, product packaging, and investigation
- D. Product design, toner formula, and marketing

Correct Answer: C

QUESTION 3

Approximately what percent of the HP printers imaging system is contained in the HP laserJet All-in-One print cartridge?

- A. 70%
- B. 50%
- C. 90%
- D. 30%

Correct Answer: A

QUESTION 4

According to the 2013 Spencer Lab laser study approximately what percent of non-HP toner cartridges, on average, produced print quality that was of limited or of no use?

- A. 70%

B. 10%

C. 97%

D. 42%

Correct Answer: D

QUESTION 5

What represents illegal competition in the after-market?

A. Retail

B. Third-party products

C. Counterfeit

D. Refill

Correct Answer: C

QUESTION 6

Which program provides a full service contract to the customer?

A. HP Planet Partner Program

B. HP Channel Lead Pay Per Use

C. HP Supplies Big Deal

D. HP Win-Back

Correct Answer: B

QUESTION 7

How can you increase the sales of supplies?

A. By increasing usage via understanding your customer needs

B. By ending the printer life early

C. By joining the Planet Partner Program

D. By reducing the price of the management tool

Correct Answer: A

QUESTION 8

What is a customer benefit of high capacity ink cartridges?

- A. Proven HP quality and lowest price per cartridge
- B. Trouble-free printing and reduced running costs
- C. The ability to utilize the low-fill cartridge that always ships with the printer
- D. The ability to Upgrade older printers to a higher print quality

Correct Answer: B

QUESTION 9

Why should you use genuine HP supplies if you have an HP printer?

- A. For access to HP e-Print
- B. For reliable, trouble-free printing
- C. For native driver support
- D. For faster print speeds

Correct Answer: B

QUESTION 10

What is the hardest working part of an HP Inkjet printer?

- A. Paper output tray
- B. Ink
- C. Print head
- D. Media

Correct Answer: B

QUESTION 11

With which component must HP ink interact?

- A. Nozzle design
- B. The driver software
- C. HP durable label paper

D. The HP transfer drum

Correct Answer: A

QUESTION 12

What results when a non-HP cartridge is used on an HP printer?

- A. If the printer senses the cartridge it will report this back to HP so the printer is excluded from warranty.
- B. If the non-HP cartridge is the direct cause of a printer's failure, it will not be covered under HP- warranty.
- C. The printer will print at a lower quality but at a higher speed.
- D. The original HP Universal Print Driver will not support the printer anymore

Correct Answer: B

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