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Huawei

H21-303_V1.0

HCSE-Presales-Service V1.0



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Question: 1

Service sales personnel need consulting and system integration thinking, which mainly focuses on a customer-centric thinking method.

A. TRUE
B. FALSE

Answer: A

Question: 2

What is the main engagement mode for solving industry customers' issues in the enterprise market?

A. Product engagement mode and service engagement mode
B. Direct sales engagement mode and partner engagement mode
C. Direct sales engagement mode and C&SI engagement mode
D. Product engagement mode and C&SI engagement mode

Answer: D

Question: 3

What are the two main engagement modes for solving industry customers' issues in the enterprise market? (Choose two.)

A. Direct sales engagement mode
B. Product engagement mode
C. C&SI engagement mode
D. Partner engagement mode

Answer: B,C

Question: 4

What is the content of "one path" in the solution sales methodology?

A. Centering on customers, help them solve business problems while achieving measurable positive results.
B. Provide a sales path, from visiting customers, stimulating interests to after-sales services. Manage and forecast sales results with processes.
C. Use sales assistance tools, techniques, and processes to help sales personnel achieve quick transactions and improve customer satisfaction.
D. Use IT systems to accurately predict sales, improve sales capacity, and create a high-performance sales culture.

Answer: B

Question: 5

The consulting and system integration (C&SI) engagement mode aims at selling ICT infrastructure to customers who explicitly require ICT resources.

A. TRUE
B. FALSE

Answer: B

Question: 6

What is the core capability of consulting and system integration (C&SI) engagement mode?

A. Digital transformation scenario building
B. Value and business design
C. Project and transformation management
D. Partner and cooperation system construction

Answer: B

Question: 7

Which of the following are the underlying logic (world view and methodology) of service sales managers? (Choose all that apply.)

A. Project management mindset
B. Product thinking
C. Business model design
D. C&SI thinking
E. Solution sales mindset

Answer: A,D,E

Question: 8

Which of the following is not a main market of Huawei's enterprise business?

A. NA
B. Commercial
C. Distribution
D. Carrier

Answer: D

Question: 9

Business model innovation has been growing increasingly important, and for enterprises, it is more important than product and service innovation.

A. TRUE
B. FALSE

Answer: A

Question: 10

What are the challenges in IP network construction? (Choose all that apply.)

A. Complex service transport design
B. High network bandwidth and heavy traffic
C. High security and reliability requirements
D. Slow service rollout

Answer: A,B,C,D

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