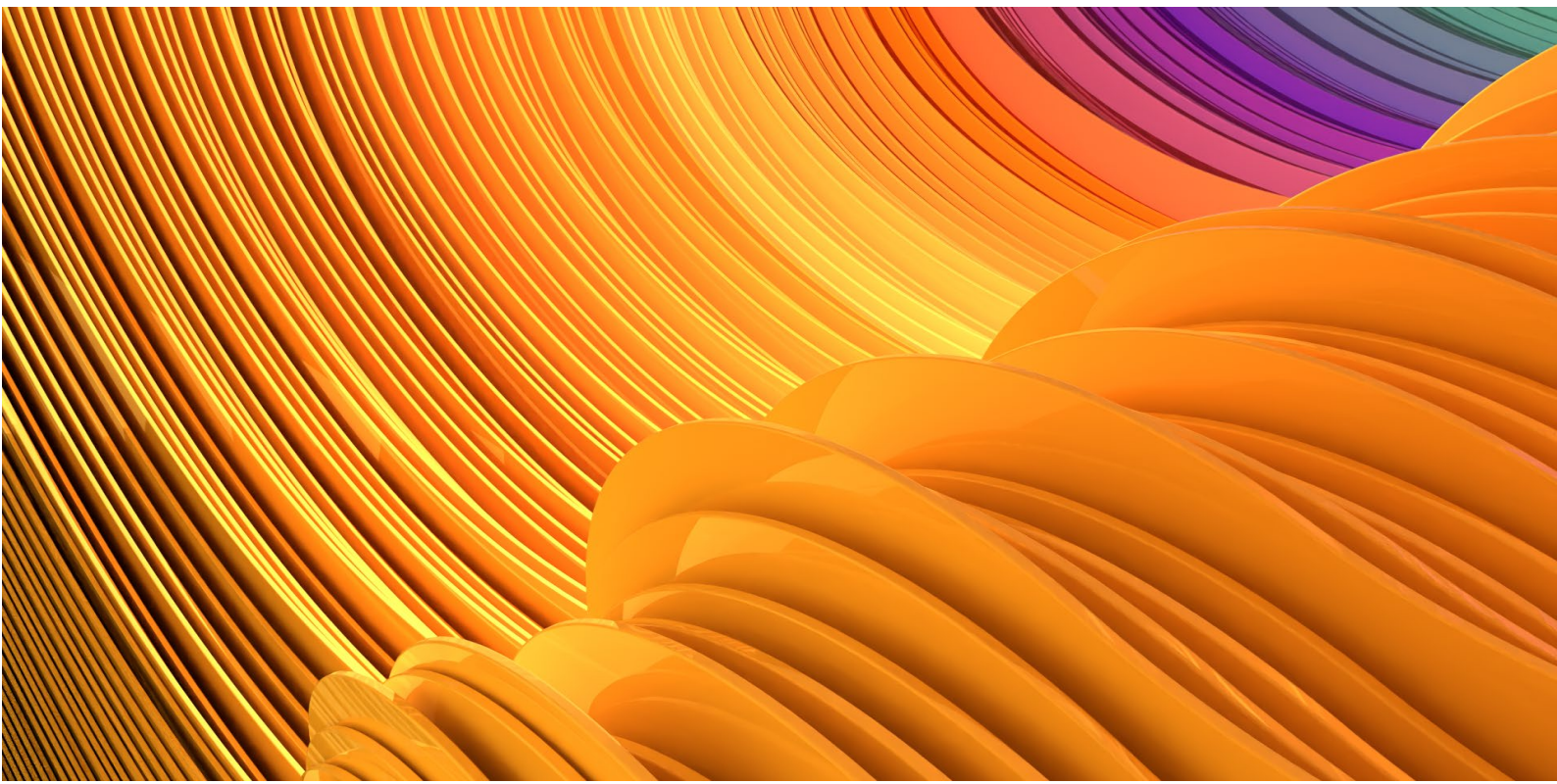
Hewlett Packard Enterprise

HPE Sales Pro

Frequently asked questions for HPE Channel Partners



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Introduction

HPE understands that learning drives selling. To accelerate your learning, we are proud to provide HPE Sales Pro, a unified sales enablement destination for HPE and partner sales professionals available anywhere, on any device.

Links to helpful resources:

- HPE Sales Pro home page
- HPE Sales Pro Seismic Briefcase

Overview

Q1. What is HPE Sales Pro?

A1. HPE Sales Pro is a global learning experience that links HPE and partner sales professionals to innovative enablement—all in one place. It contains engaging content and training designed to enhance your skills and expand your knowledge of the HPE portfolio.

Designed specifically for HPE partners and sellers and delivered in a web-responsive experience that fits your work style, HPE Sales Pro is the destination for you to access enablement quickly and easily—anytime, anywhere—so that you can confidently lead customer conversations and grow your sales.

Q2. What's new with HPE Sales Pro?

A2. The completely redesigned HPE Sales Pro portal is more intuitive, personalized, and interactive than ever before.

Q3. What are some of the new benefits of the redesigned HPE Sales Pro experience?

A3. Benefits of the redesigned HPE Sales Pro experience include:

- Continue where you left off—get back to the courses you have in progress directly from your home page.
- Real-time completion status updates in your Training History for most training courses*—rest assured your training progress is completely up to date at all times.
  * For some courses such as SABA, there will still be a 24-hour to 2-day update timeline.
- Integrated search functionality—find specific courses and content faster and easier directly from your homepage.
- Simplified training evaluations and rating system—provide feedback that enables the creation of more relevant and engaging content and site experience. Ratings for all site experiences and content help drive better training and enable your peers to see the best content.
- Personalized home page with intuitive flow—find the training that best fits your needs and interests. The redesigned site is based on feedback from our learners.
- More integrated experience—we've moved from multiple separate training platforms to one new powerful platform to deliver our existing training portfolio and to enable a better training experience.
- New powerful platform—delivers a faster, more relevant training experience.

Q4. What are the overall benefits of using HPE Sales Pro?

A4. HPE Sales Pro helps you drive sales because it:

- Consolidates several learning platforms into one place.
- Provides the most relevant, up-to-date training.
- Makes it easy for you to find training designed to grow sales.
- Offers engaging content and targeted training, including soft skills, based on your sales role and area of interest.
- Delivers a mobile experience that fits your work style.

Q5. What will I find on HPE Sales Pro?

A5. This time-saving experience includes:

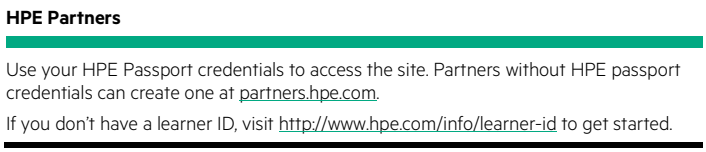
- Personalized portal that provides your HPE sales certification status and the training modules that you have completed or have in progress.
- Training focused on what to sell and how to sell, including recommended portfolio training and top recommended training.

- Access to sales certifications, which can help you increase sales and drive high-level customer discussions on key HPE offerings.
- Integrated Search functionality allows you to search and filter sales training and resources by portfolio, duration, format, job role, geography, and level of expertise, so you can quickly find the most relevant enablement.
- Resources and targeted tools to help you engage your customers in an outcome-based selling (OBS) approach including the Industry Business Value Framework (BVF)—an interactive tool designed to help you engage your customers in the right industry-focused conversations.
- Programs to transform your selling skills, including Partner Onboarding.
- Resources to support you in staying up to date with HPE announcements and industry terms, including:
  - Selected enablement and resources within the Hot off the Press banner row to help you get up to speed on a highlighted HPE portfolio or announcement quickly.
  - Knowledge Nuggets designed to provide quick, simple answers about the technology behind HPE solutions.
- Links to other HPE sales tools and resources within the top navigation bar, such as:
  - Seismic: top selling resources and news for all seller types.
  - HPE Tech Pro: an exclusive community with learning resources for technical sellers.

Using HPE Sales Pro

Q6. How do I log in to HPE Sales Pro?

A6. Go to salespro.hpe.com to log in with the same credentials you use today. The site uses HPE's new login experience, but your username and password will be the same.



Q7. Can I access HPE Sales Pro on my mobile phone?

A7. Yes, HPE Sales Pro is accessible anywhere, from any device. The page view will adapt based on the device you're using.

Q8. What web browser should I use?

A8. HPE Sales Pro is compatible with the below browsers. It is recommended to turn off pop-up blockers for the salespro.hpe.com site.

- Chrome
- Edge
- Firefox
- Safari
- Safari on iOS / iPadOS
- Chrome on Android

Q9. Once I log in to HPE Sales Pro, do I need to sign in again for any of the resources?

A9. HPE Sales Pro uses HPE's new Unified Single Sign-on for employees and partners. Once you are logged in, you will be able to reach all enablement from the site. As other HPE sites migrate, it is possible you will be asked to login again. When this happens, please use the same credentials as you used for HPE Sales Pro. For security reasons, if you have been idle for an extended period, your session will be terminated, and you will be asked to sign back in.

Q10. Will my current HPE Sales Pro bookmarks still work?

A10. You should delete any bookmarks to https://salespro.hpe.com/********* or any bookmarks to https://hpe.mindtickle.com (hpepartners.mindtickle.com for partners). If you have a bookmark to https://salespro.hpe.com with nothing after .com/, then that bookmark will continue to work. If you do have to remove any bookmarks, please go to https://salespro.hpe.com after January 26, 2023, and bookmark the new pages.

Q11. I have a broken link, what should I do?

A11. Please go to https://salespro.hpe.com and use the Search (found in the middle of the home page as well as in the top navigation bar) for what you are looking for.

Q12. Can I customize my home page/dashboard?
A12. No. Your home page will update automatically with your "Continue where you left off."

Q13. What is the "Continue where you left off" row on my HPE Sales Pro home page?
A13. Quickly get back to the training you have in progress from your home page within the "Continue where you left off" row. Three tiles show on your home page, but you can scroll to see the latest 12 items. To see more than 12 items select "My Training History" from the top navigation bar and Filer on "Started".

Q14. How do I search for a specific training?
A14. Find a course, using either the Search bar in the middle of the HPE Sales Pro home page or the Search cell located in the top navigation bar of every page. Search for a specific course name or use a specific keyword; use filters to narrow down your search results. Available filters include portfolio, duration, format, job role, geography, and level of expertise, so you can quickly find the most relevant enablement.

- Your search will return as many results as possible with focus and emphasis on prioritizing and ranking the most relevant results, and still including other potential matches, but listed lower in the results.
- Exact phrase matches will always rank higher in your results.
- Search tip: do not type "HPE" into your search screen as the search results will then include any training that includes the term HPE.

Q15. What is the "Recommended for you" section that appears on the Search page?
A15. As you begin your search the "Recommended for you" bar includes training that is currently trending. This enables you to see training those other members of the sales organization are taking.

Q16. Can I indicate my areas of interest and receive notifications when new training is available on specific topics?
A16. That is a feature we are investigating for a Q4 FY23 release.

Q17. How do I get notified on new and updated training available?
A17. Every training now reflects the publication date on the site. Notifications are a feature we are investigating for a Q4 FY23 release.

Q18. How do I subscribe to a course or path?
A18. Currently there is no subscription functionality. In Q4 FY23, we will implement Notifications which will provide an alert on your home page of new and updated relevant content.

Q19. I have seen a course that I'd like to take later. Is there a functionality to help me do so?
A19. At the top of each training course and learning path is a heart icon with the word "Favorites". Click on the icon to mark it as a Favorite. The item will then show up in your "Favorites" list within your Profile. To get to "Favorites" select the head icon in the top right of the top navigation bar. Mark your favorites to get back to them quickly.

Q20. How do I find my training history?
A20. Your training history is accessible via the "My Training History" link in the top navigation of every page. The list includes all statuses, including Viewed, Started, Passed, Failed, and Removed. Completed training and paths are indicated by the term "Passed," and the associated image has a green triangle in the top right corner with a white check mark.

- Real-time completion status updates in Training History for most training courses*—rest assured your training progress is completely up to date at all times.

  * For external courses such as SABA, there may still be a 24-hour to 2-day update timeline.

- You have the ability to print your History using the button at the top of the page.
- You also have the ability to search your History using the Search field at the top of the page.

Q21. What is the difference between a learning path and an individual training activity?
A21. Learning paths are specially curated training curriculums. Paths contain two or more recommended training activities. **Training activities** are individual training modules, including web-based trainings, videos, podcasts, etc. Training activities within a path are placed in the recommended completion order. The training activities typically build upon one another.

As you complete individual training activities within a path, you will see a green completion bar beneath the image of the path within your "Continue where you left off" and "Training History." Examples of paths include Portfolio Learning Curriculums, Top Recommended Training, and the HPE Sustainability Narrative.

Q22. How do I view my progress on learning paths?

A22. A progress bar is displayed in green below each learning path. This appears in both "Continue where you left off" on your home page and within your "Training History." When the path is complete, the top-right corner of the path image will have a green triangle with a white check mark. Note that the green progress bar does not display on individual courses or videos. It only displays on paths.

Q23. What is in the Topics drop-down menu?

A23. Within the top navigation bar of every page is a Topics drop-down menu. Click on "All Topics" to see a summary of all enablement topics available on the platform, including Aruba. Alternatively, you may go directly to a topic within the drop down. The Topics drop-down menu alleviates the need of having to go back to the HPE Sales Pro home page when you need to access different enablement.

Q24. What is the Translations topic?

A24. Within the Topics menu, there is a tile titled Translations. Clicking on the Translations tile will provide a menu of languages for which we have localized training content.

Q25. What is available within the head icon on the top navigation bar?

A25. Clicking on the head icon opens up a menu of options which include:

- **My Profile**
  - Integrations tab: Designed for course instructors. This feature is not being used at this time.
    - Calendar and Web Conferencing options (listed under Integrations in My Profile): Designed for course instructors. This feature is not being used at this time.
  - Billing tab (on partner version only): Your credit card and billing address are not displayed or stored in the HPE Sales Pro platform. All transaction information relates back to your interactions with Xvoucher.
- **Favorites**—at the top of each training course and Learning Path is a heart icon with the word Favorites. Click on the icon to mark it as a Favorite. The item will then show up on this page, which is your Favorites list. Mark your favorites to get back to them quickly.
- **History**—takes you to your Training History page.
- **Logout**—leave the HPE Sales Pro site.

Q26. I cannot access links on a page. I get a message saying, "access denied." What should I do?

A26. If you receive this message, please use the "Get Support" button in the top navigation bar.

Q27. Where do I go for support?

A27. On your top navigation bar, click on "Get Support" and follow the steps.

Q28. I'd like to provide feedback on my HPE Sales Pro experience. How do I do that?

A28. On your top navigation bar, click on "Provide Feedback" and take our short survey. Your feedback is always welcome and valuable.

Portfolio training

Q29. What are Portfolio Learning Curriculums?

A29. Portfolio Learning Curriculums are specially curated interactive learning paths organized by product and solution. They include the most current enablement, designed to help sellers confidently position and sell HPE products and solutions to customers. Each curriculum is organized in a recommended sequence with the most relevant training designed to strengthen your knowledge and help you confidently position and sell HPE products and solutions. Access these curriculums through the Portfolio Learning Curriculum training tiles on the HPE Sales Pro home page or by using the Topics drop-down menu in the top right of the navigation bar.

Industry Business Value Framework (BVF)

Q30. What is the Industry Business Value Framework (BVF)?

A30. The Business Value Framework (BVF) allows sellers to review information regarding the target customer industry and business outcomes. With the BVF, you will be able to:

- Identify typical business challenges and opportunities for customers within their industry vertical.
- Be positioned to engage the right customer stakeholders in business-focused conversations.
- Learn and use the industry-specific language of their customer.

If you have additional questions about the BVF, access the BVF FAQ.

HPE sales certifications

Q31. What's included in the HPE Sales Certifications tile?

A31. Both HPE internal and partner sellers can get sales certified to help them identify opportunities from the edge to the cloud. Certifications can also help HPE partners meet their company's Partner Ready Program requirements.

If you have any questions about HPE Sales certifications, access the HPE Sales Certifications FAQ.

Partner onboarding

Q32. What resources are available if I'm new to HPE Sales?

A32. If you're new to selling HPE solutions, the Partner Onboarding curriculum and resources can equip you with essential knowledge to jump start your skills and sales. The program offers a variety of web-based training courses, learning activities, and helpful pointers to help you learn "what" and "how" to sell. This program, accessible on HPE Sales Pro through the Partner Onboarding tile as well as the Topics drop-down menu, also offers resources and tools to expand seller's sales opportunities.

Top Recommended Training

Q33. What is Top Recommended Training (TRT)?

A33. Top Recommended Training (TRT) is hand-selected training that provides all levels of learners with direct access to the most relevant, and current, HPE training content.

Q34. Who is Top Recommended Training for?

A34. Top Recommended Training is for all HPE partner sellers.

Q35. Where is Top Recommended Training located?

A35. Top Recommended Training (TRT) is located on the top of the partner HPE Sales Pro home page. TRT can also be accessed by using the Topics drop-down menu in the top right of the navigation bar.

Q36. How is this different from other training requirements?

A36. Top Recommended Training (TRT) has been hand-picked by our channel enablement team based on HPE priorities and our channel community feedback.

Q37. When am I supposed to complete this training?

A37. It is highly recommended that you complete the trainings selected within the quarter.

Q38. How do I know if I have already completed this training?

A38. As you complete your training, your Training History on the HPE Sales Pro platform will update immediately for most courses. Courses that have been viewed or started but not completed will be reflected in your Training History as well as on your HPE Sales Pro home page within the "Continue where you left off" row.

Q39. What are the benefits of Top Recommended Training?

A39. The Top Recommended Training (TRT) experience is streamlined to maximize your time investment and to help position you and HPE to win.

Q40. How does Top Recommended Training relate to HPE Portfolio Learning Curriculums (PLCs)?

A40. If you are ready for a deeper dive, HPE Sales Pro Portfolio Learning Curriculums (PLCs) offer specially curated comprehensive learning paths, interactive learning paths for HPE products, services, and solutions.

Q41. What are the different learning levels?

A41. There are currently two learning paths available. "Grab & Go" is designed to support learners who need to stay up to speed on HPE. "Deeper Dive" is designed to support learners interested in advanced learning opportunities.

Q42. Are there resources available to me?

A42. A program presentation and FAQ can be found in the HPE Sales Pro Briefcase in Seismic.

Sales enablement platforms

Q43. What is the difference between HPE Sales Pro and other HPE learning and sales enablement platforms?

A43. HPE Sales Pro is the destination for you to access enablement and is designed to serve the unique needs of HPE internal and partner sellers quickly and easily. While Seismic offers top selling content and news for all seller types and HPE Tech Pro focuses on technical audiences, HPE Sales Pro focuses on innovative non-technical sales enablement.

TABLE 1. Enablement

Destination	HPE Sales Pro	HPE Tech Pro
Description	A global learning experience and destination that links HPE sellers to innovative enablement, all in one place	A technical community of HPE presales and partner solution architects; provides access to HPE tools, resources, and expertise
Audience	All HPE internal and partner sellers	Technical community, including HPE presales and partner solution architects
Content	HPE product and solution portfolio curriculums, seller onboarding, sales certifications, videos, and podcasts	HPE Tech Pro community forums (Yammer); HPE technical tools, resources, and expertise; and industry-leading certification, training, and continuous learning options

TABLE 2. Content destinations

Destination	Seismic	Products & Solutions Now (PSNow)
Description	Choice destination for top selling content and news for all seller types.	The destination for all selling and marketing resources
Audience	All HPE internal and partner sellers, channel marketers	Marketing, sales, presales, support, and partner
Content	**DocCenter:** Top sales content, aligned to the Super 6 selling priorities, organized into dedicated briefcases. Content includes presentations, infographics, brochures, whitepapers, and more. **NewsCenter:** Latest news on HPE strategy and on our products, services, and solutions	Repository of all product presentations, catalogs, and datasheets, as well as marketing campaign assets. Access to product launch information* and functionality comparison for products * See product launch information prior to launches with approval and signed NDA

For more information

Q44. How can I learn more about HPE Sales Pro? And where can I go with questions?

A44. You can access the HPE Sales Pro Briefcase in Seismic for additional information and resources. If you have any questions, contact the Sales Response Center.

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