

ActualTest.HP2-H33,58.Questions

Number: HP2-H33
Passing Score: 800
Time Limit: 120 min
File Version: 11.02

Actual Test

HP2-H33

Selling HP PPS ServiceOne Services

- ☐ I have solved " Stream read error " problem in VCE player .
- ☐ This VCE alone will guarantee you a pass.
- ☐ Still valid.All questions are different than any vce.
- ☐ Valid this exam all questions come from this .
- ☐ Thank you for the very helpful informations!

Exam A

QUESTION 1

When do HP Post Warranty Care Pack Services need to be registered?

- A. within 10 days after purchasing the care pack
- B. within 10 days after the purchase of the hardware
- C. within 30 days after the expiration of the warranty
- D. within 90 days after the purchase of the hardware

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www8.hp.com/uk/en/support-drivers/carepack/post-warranty.html> (See the Guidelines).

QUESTION 2

Which type of HP Care Pack Service helps to eliminate the negative effects of equipment downtime on a customer's business?

- A. Equipment Deployment Services
- B. Hardware Protection Services
- C. Mitigation of Risk Services
- D. Data Protection Services

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

A customer is three months from the expiration of their existing service engagement. When you discuss a renewal, they express a desire to keep their existing hardware with a higher level of service. They would also like to manage all their devices under one agreement with multiple payment terms. A review of their hardware inventory shows that it is supported for one more year.

Which renewal option should you offer?

- A. HP Post-Warranty Care Pack
- B. Purchasing an extended warranty

- C. Hardware Refresh
- D. Upgrading with HP Contract

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

Which HP PPS Services enable customers to cover various serial numbers with one agreement? (Select two.)

- A. HP Care Pack Services
- B. HP Custom Contractual Services
- C. HP Priority Services
- D. HP Standard Contractual Services
- E. HP Configuration Services

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Which service corresponds to the following discovery question: "Have you lost productivity due to delayed hardware repair?"

- A. Maintenance Kit replacement for printers
- B. HP Care Pack Services (next business day or same day)
- C. Accidental Damage Protection
- D. Travel Services

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Which service corresponds with the following discovery question: "What is your back up plan to help you control and predict costs over the life of your equipment?"

- A. Maintenance Kit Replacement for printers
- B. HP Care Pack Services (next business day or same day)
- C. Accidental Damage Protection
- D. Travel Services

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-3086EEW.pdf> (page 6)

QUESTION 7

What is an example of the value that HP PPS Services offer to your customers?

- A. Customers have security for lost laptops and desktops due to a mobile workforce.
- B. A customer's IT staff can be trained by HP to quickly repair printer faults.
- C. Customers can save up to 63% on new hardware purchased under an HP Care Pack Service.
- D. Customers can save up to 44% of the cost of an out-of-warranty repair.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

A customer has set aside a budget to cover refreshment of their printing and PC hardware. They are interested in contracting with a hardware manufacturer for services because their IT department does not have adequate resources.

The contract would include the following provisions:

1. Faster response times
2. Multi-vendor repair services
3. Onsite engineer
4. Lease new equipment

Which HP PPS Services offering best meets this customer's needs?

- A. HP Custom Contractual Services
- B. HP Deployment Services
- C. HP Care Pack Services
- D. HP Standard Contractual Services

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: http://h71016.www7.hp.com/html/helpmechoose/carepacks/care_packs_psg.asp?jumpid=re_r2910_HMC/CP

QUESTION 9

Which HP program utilizes an external agency that contacts, on behalf of partners, a list of customers with expiring HP Care Pack Services in order to encourage the customers to renew their engagement?

- A. Services360 Pro
- B. Aftermarket Channel Facilitation Program
- C. HP Contractual Services
- D. HP Channel Services Network

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

answer is corrected.

QUESTION 10

Which services correspond when a customer says yes to the following discovery question: "Does your IT budget require a different payment term than up-front?"

- A. HP Onsite Repair
- B. HP Defective Media Retention
- C. HP Care Pack Services
- D. HP Standard Contractual Services

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Which statement is true about HP Care Pack Services?

- A. HP Care Pack Services cover multiple pieces of equipment with multiple service levels.
- B. HP Care Pack Services cover multiple pieces of equipment with one service level.
- C. HP Care Pack Services are sold on a product-by-product basis, and cover one piece of equipment with one service level.
- D. HP Care Pack Services are sold on a product-by-product basis, and cover one piece of equipment with one service level.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

Based on the success story of the Cherokee County School District, which business challenges were addressed by HP Care Pack Services? (Select three.)

- A. Securing sensitive data
- B. Supporting mobile users with no downtime
- C. Ensuring rising levels of student performance
- D. Preventing theft of IT resources
- E. Ensuring 100% uptime
- F. Supporting printers based on usage

Correct Answer: CEF

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://media.flixcar.com/media/inpage/assetsv2/HP-375354-4AA3-3109ENW.pdf> nd

(See the Page # 01, Page #02 first Paragraph and 2 Last Paragraph).

QUESTION 13

Which trigger is a good indicator of an opportunity to offer HP Care Pack Services? (Select three.)

- A. A customer has established security policies and procedures.
- B. A customer requires project management to deploy personal systems.
- C. A customer needs an onsite technician to support the hardware fleet.
- D. A customer has a high volume of sensitive data to protect.
- E. A customer needs to be able to add or remove devices from the same service engagement.
- F. A customer is concerned about potential security breaches by irresponsible employees.

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Which HP Care Pack Services option is considered a Risk Mitigation service?

- A. PC Tracking and Recovery
- B. Printer and Accessory Installation
- C. Asset Tagging
- D. Offsite Repairs

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

When do HP Care Pack Services need to be registered?

- A. within 10 days after the purchase of the care pack
- B. within 10 days after the purchase of the hardware
- C. within 30 days after the expiration of the warranty
- D. within 90 days after the purchase of the hardware

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www8.hp.com/h20195/v2/GetPDF.aspx%2F4AA5-1146ENW.pdf> (See the nd Page #03, Last Paragraph, 2 Last line).

QUESTION 16

Which HP PPS Services can be offered to a customer when their previous engagement arrives at renewal? (Select two.)

- A. HP Defective Media Retention
- B. HP Post Warranty Care Pack
- C. HP Contractual Services
- D. HP Refresh Services
- E. HP Maintenance Kit replacement

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

The Accidental Damage Protection service must be purchased in combination with one of which other services? (Select two.)

- A. Offsite HP Care Pack Service
- B. Asset Tagging HP Care Pack Service
- C. PC Tracking and Recovery HP Care Pack Service
- D. Travel HP Care Pack Service
- E. Onsite HP Care Pack Service

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

Which competitive advantage does HP PPS Services offer in comparison to Lenovo, Apple, Lexmark, and Ricoh?

- A. Market recognition
- B. Wider geographic coverage
- C. Extended business hours
- D. Wider page array

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Risk mitigation HP Care Packs Services mitigates the risk of downtime on a customer's business through which specific service?

- A. Defective Media Retention
- B. Printer Installation
- C. Asset Tagging
- D. Accidental Damage Protection

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

A customer has set aside a budget to cover replacement and maintenance of their printing and PC hardware. They are interested in contracting with a hardware manufacturer for services because their IT department does not have adequate resources to cover PPS Services. The contract would include the following provisions:

1. Standard delivery requirements
2. Multi-vendor repair services
3. Multi-year contract
4. Quarterly payment

Which offer best matches this customer's needs?

- A. HP Accidental Damage Protection
- B. HP Custom Contractual Services
- C. HP Standard Contractual Services
- D. HP Care Pack Services

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which HP PPS Services value propositions allow customers to concentrate on business activities rather than IT issues? (Select three.)

- A. Trusted vendor
- B. Simplification
- C. Protection
- D. Cost savings
- E. Security

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Which service corresponds to the following discovery question: "Do you meet the requirements of data protection regulations by physically controlling access to your data?"

- A. Tracking and Recovery Services
- B. Installation
- C. Defective Media Retention
- D. Asset Tagging

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-3086EEW.pdf> (page 8, defective media retention)

QUESTION 23

Based on the success story of the Cherokee County School District, which benefits did they realize through HP Care Pack Services? (Select three)

- A. Support for users with efficient escalation process
- B. Secure protection of sensitive data
- C. Reduced theft of computers and printers
- D. Efficient support of mobile users
- E. Removal of unplanned repair costs
- F. Increased staff productivity

Correct Answer: AEF

Section: (none)

Explanation

Explanation/Reference:

answer is modified.

QUESTION 24

According to the Gartner PC and Printer services worldwide heat map 2013-2016, what percent of the total addressable market is an HP PPS Services opportunity?

- A. 18%
- B. 32%
- C. 58%
- D. 92%

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

How should you counter the following objection?

"I can repair my devices myself."

- A. HP Services allow you to choose from various options that best suit your needs.
- B. HP Services give you predictability and greater control of TCO.
- C. HP standard warranty offers limited support for a short time period.
- D. HP Services ensure that your equipment stays up and running.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Which competitive advantage does HP PPS Services offer in comparison to Dell, Lenovo, Lexmark, Ricoh, and Apple?

- A. Wider geographical coverage
- B. Lower prices
- C. Wider offering
- D. Better security services

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

In the event a ServiceOne reseller does not hold a services contract specialization, which statement is true about pricing for HP Contractual Services?

- A. The ServiceOne reseller can settle pricing conditions directly with the customer.
- B. The ServiceOne reseller should contact their HP Partner Business Manager to discuss pricing.
- C. HP Partner Business Manager can help the ServiceOne reseller identify the nearest Services Contract specialist distributor to contact.
- D. Prices can be found in HP Care Pack Central.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

How should you counter the following objection?

"The standard warranty is sufficient."

- A. HP Care Packs expedite repairs to reduce downtime.
- B. HP Care Packs give you predictability and greater control on TCO.
- C. HP Care Packs allow you to choose from various options that best suit your needs.
- D. With HP Care Packs, HP dispatches trained technicians with genuine parts, within the agreed time

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

HP Travel Risk Care Pack Service provides which benefit to the end-user?

- A. Accidental Damage Protection
- B. Availability in over 150 countries
- C. 24 hour coverage, including holidays
- D. An HP technician onsite next business day

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

An existing customer is supported with an HP Care Pack Service engagement. When attempting to renew the engagement with the customer, which provision would require HP Contractual Services?

- A. A warranty purchased at the time of the product purchase

- B. One service level with risk mitigation
- C. The entire cost pre-paid
- D. Multiple products, at various service levels, all under one agreement

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Which type of HP PPS Services allow for an onsite engineer who is dedicated to supporting HP hardware?

- A. HP Custom Contractual Services
- B. HP Priority Services
- C. HP Standard Contractual Services
- D. HP Care Pack Services

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

A customer is nearing the expiration of their existing service engagement. When asked about a renewal, they expressed a desire to maintain the same SLA and conditions and keep existing hardware. A review of their hardware inventory shows that it is no longer supported.

Which renewal option should you offer?

- A. Upgrading with HP Contract
- B. HP Post-Warranty Care Pack
- C. Purchasing an extended warranty
- D. Hardware Refresh

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which customer challenges do HP PPS Services help to mitigate? (Select three.)

- A. Ensuring a recovery time of 134 minutes
- B. Saving up to 44% of the time to configure devices
- C. Business downtime due to equipment failure
- D. Downtime during international business travel
- E. Reducing the percentage of devices lost in transit
- F. Confidential data exposure due to equipment theft

Correct Answer: CEF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which HP PPS Services allow customers to add leasing of the new hardware purchased within the pricing?

- A. HP Priority Services
- B. HP Standard Contractual Services
- C. HP Care Pack Services
- D. HP Custom Contractual Services

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

What is true about HP Custom Contractual Services?

- A. HP Custom Contractual Services are linked to one hardware serial number.

- B. The HP Custom Contractual Services can only be defined as one Service Level Agreement.
- C. HP Custom Contractual Services can provide special payment terms or conditions (leasing, penalties, etc.).
- D. HP Custom Contractual Services requires payment made as one up-front cost for a multi- years engagement.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which services can be offered for both printer and PC equipment? (Select two.)

- A. Onsite Repair
- B. Printer Installation
- C. Maintenance Kit
- D. PC Tracking and Recovery
- E. Defective Media Retention
- F. Asset Tagging

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

valid and updated.

QUESTION 37

Which service offers faulty hardware repair at a designated HP repair center?

- A. Designated repair center exchange
- B. Onsite repair
- C. Offsite repair
- D. Travel repair

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

Which mobile app can be downloaded to search for the three best HP Care Pack Services for a specific product?

- A. HP Cirrus
- B. HP Attach Widget
- C. HP Care Pack Central
- D. MySalesGuide

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

What is included in the defective media retention service?

- A. It allows the HP technician to come onsite and replace the non-functioning device with a new one.
- B. It allows the customer to retain the defective drives that are repaired.
- C. It allows the HP technician repairing the device to keep the defective part.
- D. It allows the HP technician to use refurbished parts to complete a repair.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

What percentage of savings does HP Care Pack Services bring to customers compared to single out-of-warranty repairs?

- A. 14%
- B. 24%
- C. 34%
- D. 44%

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which statements help you discover needs of HP Contractual Services? (Select three.)

- A. Does the customer need to have one service agreement per serial number?
- B. Would the customer benefit from an up-front payment?
- C. Would the customer fleet support solution benefit from onsite engineers?
- D. Does the customer environment contain multi-vendor equipment to support?
- E. Is there an RFP for services?
- F. Is it to cover new equipment?

Correct Answer: ACF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which HP PPS Services allow customers to only choose support duration from a fixed 1 to 5 years?

- A. HP Custom Contractual Services
- B. HP Priority Services
- C. HP Standard Contractual Services
- D. HP Care Pack Services

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://hpcarepacks.ru/upload/file/p194brorbj17bis18b3u1kpn4sm1.pdf>

QUESTION 43

A customer set aside a budget to cover refreshment of the hardware fleet. They would like to make sure the new devices are functioning and therefore are interested in repair services from the manufacturer. They have several offices and branch offices across the country. The customer would like to have one agreement that covers all of the fleet, independent of geography, offering the same service level.

Which offer best meets this customer's needs?

- A. HP Standard Contractual Services
- B. HP Custom Contractual Services
- C. HP Accidental Damage Protection
- D. HP Care Pack Services

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

When is the best time to propose HP Contractual Services for hardware already covered with HP Next Business Day Onsite Care Pack Service?

- A. Upon expiration of a service engagement
- B. Any time during the hardware lifecycle
- C. Prior to the HW purchase
- D. At the time of the HW purchase

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Which HP Care Pack Service response is sold most often?

- A. Defective media retention
- B. Next-business-day, onsite
- C. Onsite services

D. Offsite services

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://h20195.www2.hp.com/v2/getpdf.aspx/4aa1-8067enw.pdf> (See the Select the coverage that's right for you First Three Line).

QUESTION 46

Which type of HP service sends a trained technician to the customer business for hardware repair?

- A. Onsite repair
- B. Offsite repair, pick and return change
- C. Accidental damage protection
- D. Offsite repair, offsite return

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: http://h411111.www4.hp.com/us/en/business-services/BusinessHelpdesk_FAQ.pdf st
(See the what are HP Business Helpdesk Services 1 Page).

QUESTION 47

How should you counter this objection: "Services cost too much."

- A. HP standard warranty offers limited support for a short time period.
- B. HP Services allow you to choose from various options that best suit your needs.
- C. HP Services ensure that your equipment stays up and running.
- D. HP Services give you predictability and greater control of TCO.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

For a customer that has HP Care Pack coverage, when is the service start date of HP Post Warranty Care Pack Services?

- A. The date of the hardware purchase
- B. The HP Care Pack Services registration date
- C. One day after expiration of the HP Care Pack Service
- D. One day after the HP base warranty expires

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference:

http://shopping.hp.com/shopping/pdf/US_Terms_Conditions_Care_Pack_Services.pdf (See The nd Point #12, 2 Last Line).

QUESTION 49

Which service is part of data and hardware protection?

- A. Onsite repair
- B. Maintenance kit
- C. Defective media retention
- D. Printer installation

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:

http://www.ts.avnet.com/uk/vendors/hp/services/support/care_pack_services_with_defective_media_retention/

QUESTION 50

When the start date of HP Care Pack Services is bought 85 days after the hardware purchase (during the 90 days period)?

- A. The date of the HP Care Pack Services purchase
- B. The HP Care Pack Services registration date
- C. The date of the hardware purchase
- D. One day after the HP base warranty expires

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:

http://shopping.hp.com/shopping/pdf/US_Terms_Conditions_Care_Pack_Services.pdf (See the nd Point #12, 2 Last Line).

QUESTION 51

When is the best time to offer HP Contractual Services?

- A. At the time of the new hardware purchase
- B. 10 days after the expiration of the HP base warranty
- C. Anytime during the hardware lifecycle
- D. Upon renewal of the existing services agreement

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

Which service corresponds to the following discovery question: "Do you have the proper measures in place to avoid expensive regulatory or civil liabilities as a result of improper control or disposition of sensitive data?"

- A. Tracking and Recovery Services
- B. Asset Tagging
- C. Installation
- D. Defective Media Retention

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www8.hp.com/h20195/v2/GetPDF.aspx/4AA5-3086EEW.pdf> (page 8, see is this for you, defective media retention)

QUESTION 53

What is true about HP Standard Contractual Services?

- A. The HP Standard Contractual Services are annual services for multiple products on one agreement.
- B. HP standard Contractual Services can provide special customer delivery requirements, such as project management.
- C. HP Standard Contractual Services are prepaid annual service packages typically sold at the point of hardware sale.
- D. Each HP Standard Contractual Services agreement is linked to one hardware serial number.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:
modified.

QUESTION 54

Which statement is true?

- A. More than 60% of customers rated the service provided by HP as excellent.
- B. HP earned several recognitions for quality of support experience and excellence in operations.
- C. HP provides the exact same service experience in more than 80 countries worldwide.
- D. No manufacturer can support HP devices better than HP.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

Which HP PPS Service is paid as an up-front cost at the time of the purchase?

- A. HP Priority Services
- B. HP Custom Contractual Services
- C. HP Care Pack Services
- D. HP Standard Contractual Services

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://www8.hp.com/h20195/v2/getpdf.aspx/4AA5-0895ENUC.pdf?ver=1> (See Page #06, You Should buy this to, Last point).

QUESTION 56

Which statement is true about the duration of the risk mitigation services?

- A. Duration of services can be from 1 to 5 years, depending on hardware to support and geography.
- B. Duration of services can be from 1 to 2 years, depending on hardware to support and geography.
- C. Duration of services is based on event type, depending on the hardware issue.
- D. Duration of services is based on warranty duration and extensions.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

What is true about the difference between HP Contractual Services and HP Care Pack Services?

- A. HP Contractual Services can provide a flexible solution adapted to a customer's needs when the HP Care Pack Services offerings are not suitable
- B. HP Contractual Services integrate devices into existing environments. HP Care Pack Services are intended for new environments.
- C. HP Contractual Services provide outsourcing for mundane IT services. HP Care Pack Services do not offer IT outsourcing.
- D. HP Contractual Services apply to global customers. HP Care Pack Services are intended for US customers

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Which tool is recommended to find the right HP Care Pack Service for a specific product and check its availability within a certain country?

- A. HP Care Pack Central
- B. HP MySalesGuide
- C. HP Attach Widget

D. HP Support Center

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <http://h20560.www2.hp.com/portal/site/cpc?ac.admitted=1421497945610.2043657423.1959898185>