

100% Money Back Guarantee

Vendor: HP

Exam Code: HP2-H33

Exam Name: Selling HP PPS ServiceOne Services

Version: Demo

QUESTION 1

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

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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: B

QUESTION 5

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

QUESTION 6

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: D

QUESTION 7

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: C

QUESTION 8

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

QUESTION 9

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

QUESTION 10

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: A

QUESTION 11

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

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