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Vendor: HP

Exam Code: HP2-H28

Exam Name: Selling HP Printing and Computing Services

Version: Demo

QUESTION: 1

Which service allows the business to keep and dispose of their defective hard drive if their security policies require it?

- A. Data Protection
- B. Keep Safe
- C. Defective Media Retention
- D. Remote Delete

Answer: A

QUESTION: 2

Which areas do the HP Care Pack services cover for consumers?

- A. Deployment , Usage, and Care
- B. Configuration, Usage, and Care
- C. Usage with HP Smart Friend only
- D. Care services only

Answer: C

QUESTION: 3

Which statement is true about HP Care Pack Services?

- A. HP Care Pack services are configurable to many devices with invoicing during the contract duration.
- B. HP Care Pack Services cover care services only.
- C. HP Care Pack Services cover deployment, usage, and care services in both Consumer and Business markets.
- D. HP Care Pack Services cover a wide range of accessories (e.g., mouse, key boards) that can be purchased with HP hardware.

Answer: B

QUESTION: 4

How do services help customers?

- A. Services help customers maintain communications and trade with their customers and suppliers.
- B. Services help employees be more productive and increase their value to the business.
- C. Services help customers achieve their everyday business targets.
- D. Services help customers configure business email on their cellular phones.

Answer: C

QUESTION: 5

Which statement is true about HP Printing and Personal Systems Attached Services?

- A. Deployment services offer business customers preconfigured hardware with custom images. The customer should, however, expect some disruptions during installation.
- B. Deployment services gets hardware installed in business or connected at home, ready to use.
- C. Consumer usage services enhance customer experience by offering a high level of security.
- D. Usage services only target the Customer market.

Answer: C

QUESTION: 6

Which devices are covered by K2 Graphics support service line (printing)?

- A. Corporate, Enterprise and Public sector HP Laserjet printers
- B. HP Designjet printers
- C. HP Tablets and Slates
- D. HP Entry level Inkjet printers

Answer: B

QUESTION: 7

What is an effect of adding services to hardware deals?

- A. decreases profit
- B. easier repeat sales
- C. increases complexity of the offer
- D. services selling has little effect on hardware deals

Answer: A

QUESTION: 8

How can HP Care Packs help consumers?

- A. HP Care Pack Services allow consumers to use compatible consumables.
- B. HP Care Pack Services help consumers get their equipments up and running.
- C. HP Care Pack Services help consumers print on non-supported media.
- D. HP Care Pack Services are not available for consumers.

Answer: C

QUESTION: 9

What is an effect of adding services to hardware deals?

- A. increases deal size
- B. decreases profit
- C. increases complexity of the offer
- D. services selling has little effect on hardware deals

Answer: B

QUESTION: 10

In addition to the Travel Coverage and Accidental Damage Protection services, what other value added service can be offered t consumers?

- A. Data Protection

- B. Preventative Maintenance Kit Replacement
- C. Defective Media Retention
- D. Premium Services

Answer: D

QUESTION: 11

Which statement is true about the value proposition for Small and Medium Business Services?

- A. HP Care Pack Services can assist in the installation of customer's HP hardware, help to quickly solve problems as they arise, and control costs.
- B. HP Care Pack Services are useful only for small and medium business customers with big IT staff.
- C. HP Contractual services are not available to small and medium business customers.
- D. Small and medium business customers have strong IT capabilities and do not need extra services.

Answer: A

QUESTION: 12

Why is HP Printing and Computing Sales specialization important for partners?

- A. Partners will be able to deliver services on behalf of HP only for the hardware they sell. They can also deliver services during the warranty period of the hardware.
- B. Partners will be able to deliver services on behalf of HP customers. They will not, however, be able to deliver services during the warranty period of the hardware.
- C. Partners start accumulating rebates with their first services sale.
- D. Partners selling HP hardware will be able to deliver their own branded services.

Answer: C

QUESTION: 13

Why is HP Printing and Computing Sales specialization important for partners?

- A. Qualifying Partners can also generate additional profit by delivering services on behalf of HP.
- B. Partners will be able to deliver services on behalf of HP only for the hardware they sell. They can also deliver services during the warranty period of the hardware.
- C. Partners will be able deliver services on behalf of HP customers. They will not, be able to deliver services during the warranty period of the hardware.
- D. Partners selling HP hardware will be able to deliver their own branded services.

Answer: D

QUESTION: 14

Which type of value added service would you sell to a company that wants to ensure that their LaserJet printers are always up and running with consistently high print quality?

- A. Toner and Rollers Uptime Kit Replacement
- B. Accidental Damage Protection
- C. Preventative Maintenance Kit Replacement
- D. Quick Page Service

Answer: A

QUESTION: 15

Which statement is true about the worldwide services market?

- A. The services market is very competitive with low annual growth.
- B. Costumers are still brand conscientious and do not pay much attention to the experience they get from devices.
- C. Corporate, Enterprise, and Public Sector companies are trying to reduce services expenditure by increasing hardware refreshes.
- D. Most companies are looking for advice that gives them no downtime, business support, and a stable hardware platform.

Answer: B

QUESTION: 16

What is the benefit offered by the Data Protection service?

- A. Keeps a backup of data in the cloud.
- B. Encrypts data making it safe from hackers.
- C. Detects virus with remote support.
- D. Remotely deletes data from your device in event of theft.

Answer: B

QUESTION: 17

Which statement is true about Service Lines?

- A. R4 Commercial support is only available to Small and Medium Business (SMB).
- B. The 8W support line is available for consumers.
- C. 8W support covers all business levels for Custom Integration services.
- D. All Printer Services lines are available for consumers who buy contractual services.

Answer: C

QUESTION: 18

Which statement is true about HP Services for consumers?

- A. Consumers want to enhance their experience; they are searching for enjoyment.
- B. Consumers are concerned about mission critical response times for printing and computing repairs.
- C. Consumers do not believe it is important to spend money on their IT.
- D. HP does not offer repair services for consumers.

Answer: B

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