

HP

Exam HP2-E34

HP Service Contract Specialist

Version: 6.0

[Total Questions: 66]

HP HP2-E34 : Practice Test

Question No : 1

A customer buys a DL380 asking for three years coverage and 13x5 support availability. Which HP service solution should you offer?

- A. Flexible HP Care Pack
- B. Fixed HP Care Pack
- C. HP Break-fix Service Contract
- D. HP Service Contract

Answer: B

Question No : 2

Which service offers a customer the ability to manage their IT operational costs and system performance?

- A. HP Hardware and Software Break-fix
- B. HP Implementation and Commissioning
- C. HP Installation and Site Assessment
- D. HP Care Pack and Account Management

Answer: C

Question No : 3

What identifies a customer as needing an HP Support Contract at the point of sale?

- A. contract value less than \$10k
- B. common service levels
- C. requirement of more than three service levels
- D. common expiry date

Answer: C

Question No : 4

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Which action should you take with a customer during the renewal phase of an HP Service Contract?

- A. Review other vendor's contracts.
- B. Review all equipment over 5 year old
- C. Review all new and existing hardware
- D. Review third-party vendors' equipment over 5 years old

Answer: C

Question No : 5

Which service does HP offer that addresses a customer's availability and uptime needs?

- A. HP Reactive Hardware and Software Break-fix Services
- B. HP Proactive Mission Critical Support Services
- C. HP Reactive 24x7 Systems Support Services
- D. HP Installation and Configuration Services

Answer: B

Question No : 6

What are you responsible for when selling HP Care Packs and HP Service Contracts?

- A. providing guidance to the customer on the selection of service
- B. providing the best in class technical support
- C. providing delivery and parts commitment
- D. providing information to the customer on the appropriate contract administration

Answer: A

Question No : 7

When should you choose to sell an HP Service Contract at the point of sale?

- A. when customer want 24x7 onsite product support

- B. when customers are converting from HP Fixed Care Packs
- C. when customers want basic product break-and-fix
- D. when customers have complex support requirements

Answer: D

Question No : 8

What does HP prefer for replacing the service on products due to an expiring HP Flexible Care Pack?

- A. HP Service Contract
- B. HP Maintenance Pack
- C. HP Fixed Care Pack
- D. HP Post-Warranty Pack

Answer: A

Question No : 9

When should you consider selling an HP Service Contract? (Select two.)

- A. when the customer has complex needs
- B. when the customer wants to pay all costs with the product
- C. when the customer has product-specific needs
- D. when the customer wants to pay the cost as part of the asset
- E. when the customer wants the cost as an expense or wants to pay periodically

Answer: A,E

Question No : 10

How can you best illustrate the value of HP service?

- A. Provide an analysis of how the recommended HP services can affect a customer's bottom line.
- B. Provide editorials about the performance of customers with HP Service Contracts.