

HP

Exam HP2-H28

Selling HP Printing and Computing Services

Version: 6.5

[Total Questions: 44]

Question No : 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: C

Reference:<http://www.hp.com/sbso/services/hp-defective-media-retention.pdf>

Question No : 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: A

Question No : 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: A

Question No : 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: B

Question No : 5

Which statement is true about HP Printing and Personal Systems Attach 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 businesses 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 Consumer market

Answer: C

Question No : 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