

HP

Exam HP2-H33

Selling HP PPS ServiceOne Services

Version: 7.0

[Total Questions: 58]

Question No : 1

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

Answer: D

Question No : 2

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

Answer: D

Question No : 3

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

Answer: B

Question No : 4

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%

Answer: D

Question No : 5

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%

Answer: B

Question No : 6

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.

Answer: D

Question No : 7

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

Answer: D

Question No : 8

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?

Answer: C,D,E

Question No : 9

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

Answer: A