



ITTEST

QUESTION & ANSWER

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Exam : **HP2-E24**

Title : **HP Service Sales
Profession**

Version : **Demo**

1.Which services should be quoted by default with each storage platform that does not include bundled services? (Select two.)

- A. 1-year HP Care Pack
- B. HP Proactive Service
- C. HP Installation and Startup Service
- D. 3-year HP Care pack

Answer: C,D

2.Which HP Care Pack do you advise for HP Scanjets if your customer has critical business needs?

- A. 4-hour Onsite Response, 24x7
- B. Next Day Onsite
- C. Next Day Exchange
- D. 4-hour Onsite Response, 9x5

Answer: D

3.Your customer owns HP ProCurve Network Management software. How long are maintenance releases available at no additional cost?

- A. for as long as the customer owns the product
- B. for one year, starting at the date of the purchase
- C. for a period of 90 days
- D. until the next version is released

Answer: A

4.Which lifetime warranty level is included when selling an HP ProCurve 2910al-24G Switch?

- A. Next-Business-Day
- B. Onsite-Parts-Exchange
- C. SupportPlus
- D. SupportPlus 24

Answer: A

5.You offer either basic Installation or Installation & Start-up Care Pack services to your customers. Which operations constitute the distinction between the two offerings? (Select two)

- A. operation and 9x5 software support verification
- B. coordination of network installation and start-up activities
- C. configuration download
- D. confirmation of software revisions and device cabling
- E. building the configuration file

Answer: B,D

6.What prevents a 5-year HP Care Pack from usage as a post-warranty Care Pack#65311;

- A. The 5-year HP Care Pack can not be registered after the standard warranty period has expired.
- B. The maximum Care Pack lifetime is three years.

- C. Post-warranty service requires individual contracts.
- D. The main warranty is threeyears, consequently a 2-year Care Pack is required.

Answer: A

7.Which feature do HP Care Pack service offers provide?

- A. hardware and software maintenance
- B. hardware maintenance only
- C. software maintenance only
- D. parts-only coverage

Answer: A

8.Which area in covered if we sell improvement of timeliness of problem resolutions?

- A. increase IT quality
- B. improve agility
- C. mitigate risk
- D. manage costs

Answer: D

9.Which service provides the most complete range of deliverables?

- A. 6-hour Call-to-Repair
- B. 4-hour 24x7
- C. Proactive 24
- D. Next Business Day on-site

Answer: C

10.Travel Next Business Day response HP Care Pack service provides mobiles computer users with a support solution for HP Notebook products. Where can it be claimed?

- A. in listed countries across all regions
- B. in the country where the notebook was purchased
- C. in EMEA
- D. in the region where the notebook was purchased

Answer: A

11.Why is it more effective to purchase an HP Care Pack support service than to purchase extra printers in case of failure? (Select two.)

- A. It reduces uncontrolled internal cost for logistic, installation, follow-up.
- B. New printers imply new settings for the users.
- C. Internal batteries may discharge while on shelf.
- D. A printer should be installed only by an HP certified service technician.
- E. HP printers cannot be moved once they are operational.

Answer: A,D

12.Which HP service is classified as reactive?

- A. Data Center Service

- B. Support Plus 24
- C. Education Service
- D. Critical Service

Answer: B

13. Which value do HP services provide to the customers in addition to the warranty?

- A. increased product reliability
- B. advanced or more timely response
- C. free phone access numbers
- D. 4-hour call-to-repair commitment

Answer: B

14. Which approximate fraction of all customer helpdesk calls relates to commercial printers?

- A. more than 75%
- B. up to 50%
- C. less than 10%
- D. between 10% and 20%

Answer: D

15. Your HP ProLiant customer is looking for a single solution for hardware and operating system technical support services. Which HP Care Pack categories provide hardware and O/S technical support services in one part number? (Select two.)

- A. Support Plus 24
- B. Hardware Services 6-Hour Call to Repair On-site Service
- C. Installation & Start-up Services
- D. Support Plus
- E. Hardware Services On-site Service

Answer: A,D