

QUESTIONS & ANSWERS

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HP

HP2-H28

Selling HP Printing and Computing Services

QUESTION:40

What is the added value of selling HP Services for consumers?

- A. HP Services add more value for consumers by giving them everything that is relevant to their multi-device environment.
- B. HP Services can extend the life of the consumer's hardware purchase.
- C. Consumers can stop worrying about a lack of IT skills as HP Services make sure they have access to fully qualified professionals who can care for their equipment.
- D. HP Services can extend the life of the consumers hardware purchase, provide peace of mind, and make sure consumers have access to fully qualified professionals who can care for their equipment

Answer:D

QUESTION:41

Which statement is true about HP Services for Business Customers?

- A. Travel and Accidental Damage Protection cannot be sold together.
- B. Defective Media Retention service is available only for printers.
- C. Preventative Maintenance Kit Replacement service for PCs is a good option to maintain hardware.
- D. Post warranty service is ideal for customers that plan long periods of time between product replacements.

Answer:D

QUESTION:42

What is an important business value proposition when selling HP Care Pack Services to Corporate, Enterprise, and Public Sector customers?

- A. Safeguarding their business with limited or no IT staff
- B. The benefits of HP Smart Friend
- C. How HP services can positively impact their financial performance
- D. The value of user advisory and premium services

Answer:C

QUESTION:43

Which statement is true about selling services?

- A. Usage and Care services are less profitable than selling the hardware alone.
- B. Consumers do not want to buy services because they are only interested in hardware.
- C. Consumers represent more than 85% of the total growth through 2014.
- D. The Global Services market is not growing.

Answer:C

QUESTION:44

Which service protects mobile workers in many parts of the world?

- A. Defective Media Retention
- B. Accidental Travel Protection
- C. Mobility
- D. Travel

Answer:B

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