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Selling HP Personal Systems Services 2018

Questions & Answers PDF

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Question: 1

Which types of HP Services contracts are available to your customers? (Select two.)

- A. Adjustable
- B. Transactional
- C. Standard
- D. Durational
- E. Custom

Answer: BD

Question: 2

Which two business initiatives indicate that a potential customer is ready for a conversation about Deploy? (Select two.)

- A. They need to increase security for sensitive data.
- B. They need IT resources focused on innovation.
- C. They need to get reports about their IT performance environment.
- D. They need to shift the IT focus/time from deployment tasks to core business activities.
- E. They need to standardize IT implementations (global/multi-national, multi-location).

Answer: AB

Question: 3

A customer states that the standard base warranty is sufficient. How should you respond?

- A. The standard base warranty only lasts 30 days. You might as well start by buying services to provide greater protection for your devices.
- B. With a base warranty, you cannot choose the service level or the repair method. Can you afford to wait if repairs are needed? What happens after the base warranty expires?
- C. The price difference between services and hardware is so little. Does it make sense to only count on the standard base warranty?
- D. 80% of customers who start with the standard base warranty will pay for enhanced service coverage before the standard warranty expires.

Answer: A

Question: 4

What protects the customer against manufacturing defects, but has limited support coverage, service level, and duration, and the customer has no option for the repair SLA and method?

- A. Defective Media Retention
- B. HP base warranty
- C. HP Services offerings within the Deploy stage
- D. Offsite Repair

Answer: A

Question: 5

Your customer Just hired 2.000 employees and needs 2.000 notebooks. Unfortunately, their IT staff is busy with several IT infrastructure projects. Which services would you offer this customer to deploy and ensure devices are ready on their employees' first day?

- A. Configuration and Installation Services
- B. Data Migration Services
- C. Priority Services and Configuration Services
- D. Next Business Day Onsite

Answer: C



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