



**Vendor:** HP

**Exam Code:** HP2-E34

**Exam Name:** HP Service Contract Specialist

**Version:** DEMO

1. A customer buys a DL380 asking for three years coverage and 13x5 support availability. Which HP service solution should you offer?

- A. Flexible HP Care Pack
- B. Fixed HP Care Pack
- C. HP Break-fix Service Contract
- D. HP Service Contract

Answer: B

2. Which service offers a customer the ability to manage their IT operational costs and system performance.?

- A. HP Hardware and Software Break-fix
- B. HP Implementation and Commissioning
- C. HP Installation and Site Assessment
- D. HP Care Pack and Account Management

Answer: C

3. What identifies a customer as needing an HP Support Contract at the point of sale?

- A. contract value less than \$10k
- B. common service levels
- C. requirement of more than three service levels
- D. common expiry date

Answer: C

4. Which action should you take with a customer during the renewal phase of an HP Service Contract?

- A. Review other vendor's contracts.
- B. Review all equipment over 5 years old
- C. Review all new and existing hardware
- D. Review third-party vendors' equipment over 5 years old

Answer: C

5. Which service does HP offer that addresses a customer's availability and uptime needs?

- A. HP Reactive Hardware and Software Break-fix Services
- B. HP Proactive Mission Critical Support Services
- C. HP Reactive 24x7 Systems Support Services
- D. HP Installation and Configuration Services

Answer: B