Vendor: HP

Exam Code: HP2-E24

Exam Name: HP Service Sales Professional

Version: DEMO

1.Which services should be quoted by default with each storge platform that does not include bundled sercices? (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, 24¡Á7

B. Next Day Onsite

C. Next Day Exchange

D. 4-hour Onsite Response, 9¡Á5

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 9¡Á5softerware support verification

B. coordination of network installation and start-upactivitises

C. configuration download

D. confirmation of software revisions and device cabling

E. building the configurationfile

Answer: B,D

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

A. The 5-year HP Care Packcan 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 24¡Á7

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 ormore 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 openrating system technical support services. Which HP Care Pack categories provide hardware and O/S techinal 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