



Vendor: HP

Exam Code: HP2-E34

Exam Name: HP Service Contract Specialist

Version: DEMO

QUESTION 1

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

QUESTION 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

QUESTION 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

QUESTION 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 year old
- C. Review all new and existing hardware
- D. Review third-party vendors' equipment over 5 years old

Answer: C

QUESTION 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 Installation and Configuration Services

Answer: B

QUESTION 6

What are you responsible for when selling HP Care Packs and HP Service Contracts?

- A. providing guidance to the customer on the selection of service
- B. providing the best in class technical support
- C. providing delivery and parts commitment
- D. providing information to the customer on the appropriate contract administration

Answer: A

QUESTION 7

Which practice contributes to a successful HP Service Contract sale?

- A. identifying and offering contract choices
- B. identifying and offering the correct levels of intervention
- C. identifying and offering the correct levels of service
- D. identifying and offering contract term choices

Answer: C

QUESTION 8

What does HP prefer for replacing the service on products due to an expiring HP Flexible Care Pack?

- A. HP Service Contract
- B. HP Maintenance Pack
- C. HP Fixed Care Pack
- D. HP Post-Warranty Pack

Answer: A

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