



**Vendor:** HP

**Exam Code:** HP2-H28

**Exam Name:** Selling HP Printing and Computing Services  
Exam

**Version:** DEMO

#### QUESTION 1

Which service allows the business to keep and dispose of their defective hard drive if their security policies require it?

- A. Data Protection
- B. Keep Safe
- C. Defective Media Retention
- D. Remote Delete

**Answer: C**

**Explanation:**

<http://www.hp.com/sbso/services/hp-defective-media-retention.pdf>

#### QUESTION 2

Which statement is true about HP Printing and Personal Systems Attach Services?

- A. Deployment services offer business customers preconfigured hardware with custom images. The customer should, however, expect some disruptions during installation.
- B. Deployment services gets hardware installed in businesses or connected at home, ready to use.
- C. Consumer usage services enhance customer experience by offering a high level of security.
- D. Usage services only target the Consumer market

**Answer: B**

#### QUESTION 3

Which devices are covered by K2 Graphics support service line (printing)?

- A. Corporate, Enterprise and Public sector HP Laserjet printers
- B. HP Designjet printers
- C. HP Tablets and Slates
- D. HP Entry level Inkjet printers

**Answer: A**

#### QUESTION 4

What is an effect of adding services to hardware deals?

- A. decreases profit
- B. easier repeat sales
- C. increases complexity of the offer
- D. services selling has little effect on hardware deals

**Answer: B**

#### QUESTION 5

How do services help customers?

- A. Services help customers maintain communications and trade with their customers and suppliers.
- B. Services help employees be more productive and increase their value to the business.

- C. Services help customers achieve their everyday business targets.
- D. Services help customers configure business email on their cellular phones.

**Answer: B**

**QUESTION 6**

Which areas do the HP Care Pack services cover for consumers?

- A. Deployment, Usage, and Care
- B. Configuration, Usage, and Care
- C. Usage with HP Smart Friend only
- D. Care services only

**Answer: D**

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