

# DUMPS ARENA

## Selling HP Personal Systems Services 2018

HP HP2-H65

Version Demo

Total Demo Questions: 5

Total Premium Questions: 35

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[sales@dumpsarena.co](mailto:sales@dumpsarena.co)

[sales@dumpsarena.co](mailto:sales@dumpsarena.co)  
[dumpsarena.co](https://dumpsarena.co)

**QUESTION NO: 1**

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 NO: 2**

Why does investing in HP Services matter to your customers?

- A.** resell HP Services
- B.** earn money on rebates
- C.** give customers incremental discounts on accessories
- D.** help reduce the impact of downtime and maximize employee productivity

**ANSWER: D**

**QUESTION NO: 3**

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 NO: 4

What does the HP Partner First Portal allow partners to do? (Select two.)

- A. register and track services
- B. create a quote
- C. check warranty coverage
- D. access information about HP hardware & services
- E. access business selling tools, training, and other resources such as HP Sales Central

**ANSWER: A E**

#### Explanation:

[https://partner.hp.com/documents/46678/362954959/HP+PFP\\_New+Partner+Registration+Process+for+APJ+E](https://partner.hp.com/documents/46678/362954959/HP+PFP_New+Partner+Registration+Process+for+APJ+E)

#### QUESTION NO: 5

Which two discovery questions would help you decide if a potential customer is ready for a conversation about the Configure services? (Select two.)

- A. What if you could reassign your IT staff to core business functions instead of spending time managing device rollouts?
- B. How do your employees currently migrate their data?
- C. Do you have employees who travel frequently?
- D. How do you make changes to BIOS settings for the new PCs that arrive at your site?
- E. How do you manage the complexity of dealing with your devices, network, and software Issues?

**ANSWER: A D**