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Selling HP Lifecycle Services for Workforce Computing 2024

HP HP2-I57

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QUESTION NO: 1

A customer plans to retain an eligible PC fleet longer than its normal refresh cycle. The customer wants to support sustainability objectives while maintaining employee productivity and protection for accidental damage during the extended-use period.

Which service should you recommend as an add-on to the customer's support service?

- A. HP Device Life Extension
- B. HP Post Warranty Support Service
- C. Predefined Asset Tagging
- D. Priority Access

ANSWER: A

Explanation:

HP Device Life Extension is the appropriate recommendation because it is an optional support-service add-on intended to help customers keep eligible devices in productive use for longer. It supports sustainability-focused lifecycle objectives and includes Accidental Damage Protection. It can be added to Essential, Premium, and Premium+ Support offerings.

Post Warranty Support provides an additional 12 months of coverage after an eligible support term, but it is not the Device Life Extension add-on positioned around longer device use and sustainability. Predefined Asset Tagging and Priority Access address different lifecycle needs.

QUESTION NO: 2

A customer needs every new PC to be identifiable as soon as it is received at a regional office. The customer also wants to avoid having its IT team or reseller unpack devices solely to apply physical labels.

Which two benefits should you use to position HP Predefined Asset Tagging? (Select two.)

- A. It enables tags to be applied during manufacturing, without a separate partner tagging workflow.
- B. It helps improve asset-management efficiency through consistent device identification.
- C. It provides tiered hardware volume discounts for tagged devices.
- D. It automatically extends the device support term after the base warranty expires.
- E. It replaces the need for endpoint-management software.

ANSWER: A B

Explanation:

Predefined Asset Tagging enables the customer to receive devices with consistent physical identification already applied during the manufacturing process. This removes the need for the partner to perform a separate tagging step and helps the customer improve efficiency in receiving, inventory, assignment, and lifecycle asset-management processes.

The service does not provide a volume-discount mechanism or extend a hardware support contract. It also does not replace the customer's endpoint-management or security tools.

QUESTION NO: 3

Which coverage does HP Post Warranty Support Service provide?

- A. Access to Level 2 help desk technicians

- B. No-cost device repairs made with certified HP parts
- C. Additional 12 months of support based on the product's base warranty or selected Support Service package
- D. Extension beyond 12 months if needed

ANSWER: C

Explanation:

Additional 12 months of support based on the product's base warranty or selected Support Service package is correct because HP Post Warranty Support is designed to continue support coverage after the original warranty or an existing eligible HP support service has expired. The offering is a one-year continuation, preserving the applicable service level and coverage scope associated with the device's original base warranty or the qualifying support package. This gives customers a defined way to maintain hardware support continuity, including the applicable repair service and replacement-part coverage, rather than allowing coverage to lapse at the end of the initial term. The service is particularly valuable when an organization intends to keep devices in operation beyond their original coverage period and wants predictable support arrangements during that additional year. Entitlement, availability, and the exact delivered service level remain dependent on the specific product, country, and support-service terms. HP describes its support portfolio and service options through its [Services overview](#) pages, while active coverage details for a specific device can be checked using HP's warranty-status tool. See [HP Services overview](#) and [HP Warranty Check](#).

QUESTION NO: 4 - (SIMULATION)

Match the HP Active Care journey with the responsive party for each required action.

HP Active Care journey...	Party responsible for the action
1. Register the HP Active Care Care Pack to the customer	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) HP
2. Setup/Configure PC and Download Software	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) HP
3. Enroll Device	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) HP
4. Device Monitored	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) HP
5. Incidents Logged	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) HP
6. Case Creation	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) HP
7. Device Repair by HP	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) HP

ANSWER: Check the explanation for the answer

Explanation:

Select the following responsible party for each stage of the HP Active Care journey:

The partner registers the Care Pack and can guide the customer through setup, software download, and enrollment. HP software performs device monitoring; HP handles support-case creation and the resulting repair.