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Q&A

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Exam : **HP2-I57**

Title : Selling HP Lifecycle Services for Workforce Computing 2025

Version : DEMO

1.A customer's HP Care Pack Service will expire in four months.
What should you recommend that this customer purchases?
A. HP Collaborate Services to help the customer's employees avoid unexpected technical problems after coverage from the HP Care Pack expires
B. HP Post Warranty Support Services no earlier than the last 90 days of the existing coverage period and no later than 30 days after the existing coverage period has expired
C. HP Device Media Retention Services to allow the customer to retain data that would otherwise be lost upon expiration of the HP Care Pack Service
D. OHP Post Warranty Support Services as soon as possible to ensure continued protection of the customer's existing personal devices
Answer: B
Explanation:
HP Post Warranty Support Services provide extended protection beyond the expiration of an initial Care Pack or warranty period. These services are critical for customers who want to ensure continued support for their devices without interruptions. According to HP's guidelines, the best time to purchase Post Warranty Support Services is within a window that starts 90 days before the expiration of the current coverage and extends up to 30 days after it expires. This ensures there is no lapse in coverage and the customer continues to receive support for their devices.
HP also offers other services, such as Device Media Retention, which allows customers to retain defective hard drives after replacement, but this is more focused on data retention during device repairs rather than extending support post-warranty. HP Collaborate Services and other proactive services are helpful but are not designed specifically for extending support coverage after a warranty expires. Hence, the most suitable option is HP Post Warranty Support Services

2.In order for customers to reap the benefits of HP Premium+ Support after order placement, it is critical that some key actions are taken by the HP partner.
Completion of which two steps is required after order placement in the HP Premium+ Support journey to ensure that HP Premium+ Support is activated and customer's devices are covered according to the term of the HP Premium+ Support? (Select two.)
A. The partner must successfully register the HP Premium+ Support Care Pack to the servicing partner, not the customer.
B. The partner must install the HP software on all HP and non-HP customer devices.
C. The partner must ensure the customer installs the HP software on each device that is entitled to Premium+ Support.
D. The partner must successfully register the HP Premium+ Support Care Pack to the customer, not the partner.
Answer: CD
Explanation:
HP Premium+ Support provides enhanced coverage and proactive management of customer devices. After an order is placed, two critical steps are necessary to activate this support and ensure devices are properly covered:
1. Software Installation: The partner or customer must ensure the HP software is installed on all devices eligible for Premium+ Support. This software enables real-time monitoring and provides proactive support features, such as predictive analytics and device health insights.

2. Registration of the Care Pack: The partner must also successfully register the HP Premium+ Support Care Pack to the customer (not the partner). This ensures that the customer is officially entitled to the support and that their devices are tracked within the HP system for coverage and service delivery.

3.HOTSPOT
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:

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

Explanation:
Here is the correct matching of the HP Active Care journey actions with the responsible parties:

Register the HP Active Care Care Pack to the customer
Responsible Party: Partner
Setup/Configure PC and Download Software
Responsible Party: Customer (with support and guidance from the partner)
Enroll Device
Responsible Party: Customer (with support and guidance from the partner)
Device Monitored
Responsible Party: HP Software (enables service on each device)
Incidents Logged
Responsible Party: Customer (with support and guidance from the partner)
Case Creation
Responsible Party: HP
Device Repair by HP
Responsible Party: HP
This mapping ensures a clear understanding of who is responsible for each action during the lifecycle of the HP Active Care journey, including device enrollment, monitoring, and support tasks

4.DRAG DROP
Match the HP Hardware Support Services Hardware Care Pack with the service it provides.

HP Hardware Support Services Care Pack		Service it provides
HP Essential Support		HP's fastest device support service, providing reliable response and resolution to hardware issues before they affect employee productivity
HP Premium Support		Includes Pick-Up and Return and HP Care
HP Premium+ Support		Technician dispatched to business or home office for repairs with next business day response or adjusted coverage service windows to fit your customers' needs

Answer:

HP Hardware Support Services Care Pack		Service it provides
HP Essential Support	HP Premium+ Support	HP's fastest device support service, providing reliable response and resolution to hardware issues before they affect employee productivity
HP Premium Support	HP Essential Support	Includes Pick-Up and Return and HP Care
HP Premium+ Support	HP Premium Support	Technician dispatched to business or home office for repairs with next business day response or adjusted coverage service windows to fit your customers' needs

Explanation:
Here is the correct matching of the HP Hardware Support Services Care Pack with the service it provides:
HP Essential Support
Service it provides: Includes Pick-Up and Return and HP Care HP Premium Support
Service it provides: Technician dispatched to business or home office for repairs with next business day response or adjusted coverage service windows to fit your customers' needs HP Premium+ Support
Service it provides: HP's fastest device support service, providing reliable response and resolution to hardware issues before they affect employee productivity
These support levels offer different tiers of service to meet various customer needs, ranging from basic hardware support to premium services with faster response times and comprehensive coverage

5.A customer tells you that the company needs to perform maintenance on its PCs, but they expect the existing base warranty to cover all parts and labor they might need.

How should you respond to this customer?
A. Offer the customer a discount for HP Hardware Support Services that provide coverage for unexpected issues and can be purchased with competitive financing terms.
B. Ask the customer to describe specific issues the company anticipates and point the customer to HP documentation that the in-house IT staff can refer to.
C. Provide recent statistics that point to trends showing increased component reliability, resulting in reduced maintenance costs and less extensive warranty coverage.
D. Explain that HP Hardware Support Services can increase duration and coverage of the base warranty beyond basic parts replacement, with the addition of expert troubleshooting, diagnosis, and repair.
Answer: D
Explanation:
The base warranty provided with HP devices typically covers hardware repairs limited to parts replacement but does not include labor or troubleshooting services. HP Hardware Support Services, such as HP Care Packs, allow customers to extend and enhance the standard warranty to cover more comprehensive services, including diagnostics, labor, and faster issue resolution. By purchasing additional HP Support Services, the customer ensures they have access to expert assistance and coverage that goes beyond simple parts replacement