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## **Q&A**

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**Exam : HP2-H33**

**Title : Selling HP PPS ServiceOne  
Services**

**Version : DEMO**

1.Which HP PPS Services allow customers to only choose support duration from a fixed 1 to 5 years?

- A. HP Custom Contractual Services
- B. HP Priority Services
- C. HP Standard Contractual Services
- D. HP Care Pack Services

**Answer: D**

Explanation:<http://hpcarepacks.ru/upload/file/p194brorbj17bis18b3u1kpn4sm1.pdf>

2.A customer set aside a budget to cover refreshment of the hardware fleet. They would like to make sure the new devices are functioning and therefore are interested in repair services from the manufacturer. They have several offices and branch offices across the country. The customer would like to have one agreement that covers all of the fleet, independent of geography, offering the same service level.

Which offer best meets this customer's needs?

- A. HP Standard Contractual Services
- B. HP Custom Contractual Services
- C. HP Accidental Damage Protection
- D. HP Care Pack Services

**Answer: B**

3.When is the best time to propose HP Contractual Services for hardware already covered with HP Next Business Day Onsite Care Pack Service?

- A. Upon expiration of a service engagement
- B. Any time during the hardware lifecycle
- C. Prior to the HW purchase
- D. At the time of the HW purchase

**Answer: A**

4.Which HP Care Pack Service response is sold most often?

- A. Defective media retention
- B. Next-business-day, onsite
- C. Onsite services
- D. Offsite services

**Answer: A**

Explanation:<http://h20195.www2.hp.com/v2/getpdf.aspx/4aa1-8067enw.pdf>(See theSelect the coverage that's right for youFirst Three Line).

5.Which type of HP service sends a trained technician to the customer business for hardware repair?

- A. Onsite repair
- B. Offsite repair, pick and return change
- C. Accidental damage protection
- D. Offsite repair, offsite return

**Answer: A**

Explanation:[http://h41111.www4.hp.com/us/en/business-services/BusinessHelpdesk\\_FAQ.pdf](http://h41111.www4.hp.com/us/en/business-services/BusinessHelpdesk_FAQ.pdf)  
(See thewhat are HP BusinessHelpdesk Services1stPage).