

HP

Exam Questions HP2-I57

Selling HP Lifecycle Services for Workforce Computing 2024



NEW QUESTION 1

The method used to install HP software to enable service on each device that is entitled to HP Premium+ Support coverage depends on which condition?

- A. Whether the service is for an existing customer that purchased a stand-alone service or a newcustomer that purchased the service as part of a hardware deal
- B. Whether the PC models are G10+ models v
- C. G8/G9 models
- D. Whether you are an HP Synergy, Power, or Power Services partner
- E. Whether the service will cover HP devices only or HP and non-HP devices

Answer: D

Explanation:

The method for installing HP software to enable Premium+ Support coverage on each device depends on whether the service will be extended to HP devices only or include non-HP devices (B). For HP devices, the installation process is straightforward through the HP software stack. However, when non-HP devices are included, additional considerations may be required to ensure compatibility and monitoring across a heterogeneous fleet. This distinction influences the deployment method, ensuring full service coverage regardless of the device manufacturer

NEW QUESTION 2

It is important that HP partners act as strategic advisors to customers. By asking, and then providing a solution, partners better understand customer needs and customers feel their needs are being heard. Which are characteristics of being an effective strategic advisor? (Select three.)

- A. Identifying things your customer's employees say they're missing in their IT support today
- B. Actively listening and taking notes
- C. Assuming all customers need the same set of blueprints to get them where they need to go
- D. Focusing only on asking questions related to services solutions since hardware is separate
- E. Asking leading questions to understand your customers' pain points

Answer: ABE

Explanation:

Being an effective strategic advisor requires understanding customer needs by listening attentively and asking the right questions. Successful advisors engage in active listening to capture the customer's true challenges and needs (B). By identifying gaps in current IT support (A), they tailor solutions to specific issues. Asking leading questions (E) helps uncover pain points, enablingpartners to recommend targeted HP solutions. This personalized approach helps customers feel heard and valued, avoiding a one-size-fits-all strategy

<https://www.hp.com/us-en/services/workforce-solutions/workforce-computing.html>

NEW QUESTION 3

Which statements are true about HP's Device Life Extension optional Support Service add-on? (Select three.) It extends customers' device life while enhancing performance & productivity.

- A. HP Device Life Extension supports sustainability RFP requests.
- B. HP Device Life Extension always comes with Accidental Damage Protection.
- C. HP Device Life Extension can be sold as a stand-alone service.
- D. HP Device Life Extension can be added-on to Essential, Premium, and Premium+.

Answer: ABD

Explanation:

HP's Device Life Extension is designed to extend the lifespan of devices while ensuring they remain productive and sustainable. This service is particularly beneficial in meeting sustainability RFP requests (B).

It can be added to various support levels like Essential, Premium, and Premium+ (D), making it flexible.

Additionally, it includes Accidental Damage Protection (C), ensuring that devices remain operational even in the event of unforeseen accidents

NEW QUESTION 4

Where can you find additional information about HP Services?

- A. HP Partner Portal
- B. HP Workforce Central
- C. HP AssetHub
- D. HP Workpath

Answer: A

Explanation:

The HP Partner Portal is the primary platform where partners and customers can access additional detailed information about all HP Services, including Care Packs, Post Warranty Support, and more. The portal contains product documentation, sales materials, service descriptions, and other essential resources to help partners and customers make informed decisions about the right HP services for their needs

NEW QUESTION 5

Which features do the Predefined Asset Tags include? (Select two).

- A. Device data that can include HBMA, UUID, WLAN, Serial Number, PKID, and MAC address
- B. Predefined artwork and placement of the tag on the device chassis and/or packaging
- C. BIOS asset tagging
- D. Custom logo

Answer:

AB

Explanation:

HP's Predefined Asset Tags feature the ability to include essential device data such as hardware-based media access (HBMA), UUID, WLAN, serial numbers, PKID, and MAC addresses (A). Additionally, HP offers predefined artwork and placement of the asset tag on either the device chassis or packaging, allowing for easier identification and asset management (B). This feature helps streamline inventory control and device management processes for enterprises

NEW QUESTION 6

The IT manager for an enterprise customer states that the hard drives and batteries have failed in some of their HP devices. The manager also says that if they had known ahead of time that the components were failing, the company could have taken preventive action. The manager asks you what can be done to address these issues.

How should you respond?

- A. Enroll the customer in the HP Hardware Diagnostics Service, which sends alerts based on the date of purchase and expected life of the hard drives and batteries.
- B. Explain that customers who purchase and register HP Premium+ Support receive proactive alerts about device issues and automated case creation.
- C. Ask to see a list of the failed hard drives and batteries along with a screenshot of the error messages received.
- D. Discuss the options available to set up automatic alert notifications for all internal components including hard drives and batteries.

Answer: B

Explanation:

HP Premium+ Support offers proactive alerts that notify users when hardware issues, such as hard drive or battery failures, are detected. This feature enables businesses to take preventive action before components fully fail. Additionally, HP Premium+ Support can automate the creation of service cases when these alerts are triggered, ensuring rapid resolution and minimizing downtime. This service would directly address the IT manager's concern about not being notified in time to prevent component failures

NEW QUESTION 7

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.

NEW QUESTION 8

What is the benefit for HP partners to attach Predefined Asset Tagging to a typical HP hardware deal? (Select three.)

- A. Attaching predefined asset tags allows HP partners to increase value and profit to hardware deals.
- B. Attaching asset tags results in no extra steps for the partners because they are applied during the manufacturing process.
- C. Asset tagging enables a tiered volume discount strategy to be passed along to customers.
- D. Asset tags help customers save time and money and improve efficiency during the asset management process.
- E. Asset tagging allows for indefinite contract term extensions until cancelled by one or the other party.

Answer: ABD

Explanation:

Predefined asset tagging is beneficial to HP partners and customers for several reasons. First, it increases the value and potential profitability of hardware deals by offering a customizable service that enhances the asset management process (A). Second, the tags are applied during manufacturing, meaning there is no additional burden on the partner for the installation process (B). Lastly, asset tagging helps customers save time and money by simplifying the asset tracking and management processes, leading to improved operational efficiency (D)

NEW QUESTION 9

DROP and DROP

Match the HP Hardware Care Pack with the add-on features each Care Pack provides in conjunction with the standard limited HP product warranty in order to customize the support coverage.

HP Hardware Support Services Add-on Support Care Pack	Support features the Care Pack provides...
Accidental Damage Protection	Allows customers to keep their defective hard drives that require warranty replacement with replacement drives at no additional cost
Travel Coverage	Includes Pick-up and Return and HP Care
Defective Media Retention	Allows customers to avoid out-of-pocket repair or replacement costs caused by events such as unpredictable drops, spills, or electrical surges

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Here is the correct matching of the HP Hardware Support Services Add-on Support Care Pack with the features it provides:

- * Accidental Damage Protection Support features the Care Pack provides: Allows customers to avoid out-of-pocket repair or replacement costs caused by events such as unpredictable drops, spills, or electrical surges.
- * Travel Coverage Support features the Care Pack provides: Includes Pick-up and Return and HP Care.
- * Defective Media Retention Support features the Care Pack provides: Allows customers to keep their defective hard drives that require warranty replacement with replacement drives at no additional cost.

These add-on services offer extended protection beyond the basic warranty, helping customers mitigate costs and enhance coverage for specific scenarios

NEW QUESTION 10

Name a capability available within HP Essential Support.

- A. Ability to order replacement parts from HP for defective third-party components
- B. Online status tracking during repair of product while at the repair center
- C. Remote problem diagnosis and troubleshooting to resolve most issues
- D. Guaranteed 24 x 7 support and next-day turnaround

Answer: C

Explanation:

HP Essential Support provides a range of basic yet critical services, including remote problem diagnosis and troubleshooting. This service allows HP technicians to resolve most hardware and software issues without needing to send the device to a repair center. It is designed for organizations that need reliable support for their devices but may not require the full scope of premium support services. Essential Support focuses on efficiency and quick resolutions to keep devices operational with minimal downtime

NEW QUESTION 10

.....

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

HP2-I57 Practice Exam Features:

- * HP2-I57 Questions and Answers Updated Frequently
- * HP2-I57 Practice Questions Verified by Expert Senior Certified Staff
- * HP2-I57 Most Realistic Questions that Guarantee you a Pass on Your First Try
- * HP2-I57 Practice Test Questions in Multiple Choice Formats and Updates for 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The HP2-I57 Practice Test Here](#)