



**Vendor:** HP

**Exam Code:** HP2-E34

**Exam Name:** HP Service Contract Specialist

**Version:** DEMO

**QUESTION 1**

HP service solution should you offer?

- A. Flexible HP Care Pack
- B. Fixed HP Care Pack
- C. HP Break-fix Service Contract
- D. HP Service Contract

**Answer: B**

**QUESTION 2**

Which service offers a customer the ability to manage their IT operational costs and system performance?

- A. HP Hardware and Software Break-fix
- B. HP Implementation and Commissioning
- C. HP Installation and Site Assessment
- D. HP Care Pack and Account Management

**Answer: C**

**QUESTION 3**

What identifies a customer as needing an HP Support Contract at the point of sale?

- A. contract value less than \$10k
- B. common service levels
- C. requirement of more than three service levels
- D. common expiry date

**Answer: C**

**QUESTION 4**

Which action should you take with a customer during the renewal phase of an HP Service Contract?

- A. Review other vendor's contracts.
- B. Review all equipment over 5 year old
- C. Review all new and existing hardware
- D. Review third-party vendors' equipment over 5 years old

**Answer: C**

**QUESTION 5**

Which service does HP offer that addresses a customer's availability and uptime needs?

- A. HP Reactive Hardware and Software Break-fix Services
- B. HP Proactive Mission Critical Support Services
- C. HP Installation and Configuration Services

**Answer: B**

**QUESTION 6**

What are you responsible for when selling HP Care Packs and HP Service Contracts?

- A. providing guidance to the customer on the selection of service
- B. providing the best in class technical support
- C. providing delivery and parts commitment
- D. providing information to the customer on the appropriate contract administration

**Answer: A**

**QUESTION 7**

Which practice contributes to a successful HP Service Contract sale?

- A. identifying and offering contract choices
- B. identifying and offering the correct levels of intervention
- C. identifying and offering the correct levels of service
- D. identifying and offering contract term choices

**Answer: C**

**QUESTION 8**

What does HP prefer for replacing the service on products due to an expiring HP Flexible Care Pack?

- A. HP Service Contract
- B. HP Maintenance Pack
- C. HP Fixed Care Pack
- D. HP Post-Warranty Pack

**Answer: A**

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