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## **Q&A**

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**Exam : HP2-H65**

**Title : Selling HP Personal  
Systems Services 2018**

**Version : DEMO**

1.Which benefits are included in HP Services value proposition for the channel partners?

- A. Extend market reach; Maximize profitability; Strengthen customer relationships
- B. Build customer relationships; Maximize profitability; Reward growth
- C. Build revenue; Differentiate yourself; Sell more
- D. Extend market reach; Grow profits; Gain recognition

**Answer: B**

2.Which statement is true about the current market trends?

- A. Professional and personal lives are becoming more separate.
- B. IT wants greater flexibility to purchase the latest technologies.
- C. The workforce has increasing expectations for productivity.
- D. Onsite workplaces are becoming obsolete.

**Answer: D**

3.What protects the customer against manufacturing defects, but has limited support coverage, service level, and duration, and the customer has no option for the repair SLA and method?

- A. Defective Media Retention
- B. HP base warranty
- C. HP Services offerings within the Deploy stage
- D. Offsite Repair

**Answer: A**

4.Which statement is true about HP Care Pack Central? (Select two.)

- A. It enables you to view recommended Care Packs and supporting information.
- B. It helps you quickly identify eligible Care Packs for an HP hardware product.
- C. It tracks where customers are in the hardware lifecycle so HP is aware of appropriate sales opportunities.
- D. It helps customers find discounts on hardware they plan to purchase.

**Answer: B,C**

5.Which tool allows you to check the specifics of the warranty on your customer's purchased hardware?

- A. HP Cross Sell Solution
- B. HP Sales Central
- C. HP Support Center
- D. HP Cirrus

**Answer: B**