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Question 1

Question Type: MultipleChoice

What are the benefits that Premium+ Support provides to customers? (Select three.)

Options:

- A- Automated ticketing streamlines & expedites repairs with high-quality support
- B- Proactively alerts users to issues like hard disc drive issues, low batteries, thermal issues, and BIOS updates before they fail
- C- Ability to monitor the entire customer fleet of HP and non-HP devices
- D- 24x7 remote support in all countries where HP provides coverage
- E- Availability for purchase throughout the entire product lifecycle

Answer:

A, B, D

Explanation:

HP Premium+ Support offers several key benefits to customers. First, it provides automated ticketing to streamline the repair process, ensuring faster resolutions for hardware issues (A). Second, it offers proactive alerts to notify users of potential device issues (e.g., hard drive failures, battery levels, thermal issues) before they become critical (B). Finally, Premium+ Support includes 24x7 remote support, available in all regions where HP operates, ensuring customers have access to help at any time (D)

Question 2

Question Type: MultipleChoice

A customer's HP Care Pack Service will expire in four months.

What should you recommend that this customer purchases?

Options:

- 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

Question 3

Question Type: MultipleChoice

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.)

Options:

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:

C, D

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.

Question 4

Question Type: MultipleChoice

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?

Options:

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

Answer:

B

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

Question 5

Question Type: Hotspot

Match the HP Active Care journey with the responsive party for each required action.



Answer:

See the Answer in the Premium Version!

Question 6

Question Type: MultipleChoice

Which statements are true about the benefits HP Premium+ Support provides to HP channel partners? (Select two.)

Options:

- A- Limits support for employees in hybrid work environments
- B- Minimizes the partners' scale and reach to better focus on end-user support
- C- Helps enhance your profits by increasing your margin when selling HP devices
- D- Secures front-end revenue from the initial sale while relying on HP for ongoing support of the devices
- E- Provides reactive identification and resolution of hardware health issues

Answer:

C, D

Explanation:

HP Premium+ Support provides channel partners with several financial and operational benefits. First, it enables partners to enhance their margins when selling HP devices by bundling Premium+ Support services, thereby offering a more comprehensive solution (C). Second, it allows partners to secure front-end revenue from the initial sale while relying on HP to provide ongoing device support (D). This reduces the partner's operational load while still ensuring the customer receives top-tier support, which can be particularly useful in scaling operations

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