

Selling HP PS Lifecycle Services 2023

HP HP2-I47

Version Demo

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QUESTION NO: 1

A customer is considering a refresh of the devices used by their employees and asks you about adding HP Care Packs for these devices.

What is an important consideration that you should discuss with this customer?

- A. The HP Post Warranty Service can be purchased for HP devices up to a year after the Care Pack has expired.
- B. An HP Care Pack covers devices that are in good working condition; the HP Post Warranty Service covers devices that are no longer in good working condition.
- C. An HP Care Pack does not cover a device if the Care Pack was not bundled with the purchase of the device.
- D. HP Care Packs must be attached at the time of purchase or within 90 days of the purchase of the devices.

ANSWER: D

Explanation:

HP Care Packs must be attached at the time of purchase or within 90 days of the purchase of the devices. This is an important point to establish during a device-refresh discussion because Care Pack eligibility and entitlement are tied to the customer's hardware purchase date. Addressing the coverage decision early helps ensure that the customer can select the desired service level—such as extended hardware support, onsite response, or other service features—while the device is still eligible for the Care Pack offering. It also helps the customer plan support coverage consistently across the new fleet rather than attempting to add services after the permitted attachment period has passed.

HP describes Care Pack Services as support offerings that extend or enhance the standard hardware warranty and can provide defined support commitments appropriate to the customer's operational needs. The precise service terms, availability, and eligibility can vary by country, device, and Care Pack SKU, so the seller should validate the applicable offering and attach it promptly as part of the hardware transaction. HP's Care Pack information is available at [HP Care Pack Services](#), and product-specific coverage can be checked through [HP's warranty check portal](#).

QUESTION NO: 2

A customer is planning to replace a large fleet of PCs. The IT manager is concerned about information remaining on retired devices and needs evidence that devices are handled responsibly after collection.

Which discovery questions would help position HP Renew Services? (Select two.)

- A. How do you verify that data is removed from devices before they leave your control?
- B. How do you document the final disposition of retired devices?
- C. How do you apply role-based applications to new devices before delivery?
- D. What onsite response time is required when a device fails?
- E. Which employees need a different network boot order on new PCs?

ANSWER: A B

Explanation:

Asking how the customer verifies that data is removed from retired devices identifies a need for secure data sanitization and control of data-bearing assets. Asking how the customer documents the final disposition of retired devices identifies potential compliance, environmental, and audit requirements. These are core end-of-use concerns that HP Renew Services can address.

Questions about role-based imaging or the response time for a failed device are relevant to deployment and support services, not to the retirement and responsible disposition of existing equipment.

QUESTION NO: 3

An HP Partner is closing a deal with an existing enterprise customer for purchase of new hardware with HP Lifecycle Services attached. The customer contact is leaving for a month-long vacation the day the deal closes.

What is an important detail that the Partner should consider regarding this deal?

- A. The Partner must complete the registration process by using the hyperlink sent in an email
- B. Registration must be performed within 10 days from the day the service is sold
- C. Delivery of the hardware must be scheduled within 30 days after the service is sold
- D. The Partner must input order details through the HP Channel Services Network portal within five business days of closing the deal.

ANSWER: D

Explanation:

The Partner must input order details through the HP Channel Services Network portal within five business days of closing the deal. This order-registration step is essential to initiate the contracted Lifecycle Services workflow promptly after the sale. The Partner should therefore ensure that all information needed for the submission is accurate and available before the customer's usual contact leaves, including the customer account and site details, purchased service information, hardware identification information where applicable, and the operational contacts required for service delivery. Completing the CSN submission within the required five-business-day window enables HP to associate the service entitlement with the order and begin the downstream activation and delivery process without avoidable administrative delay. The customer contact's month-long absence makes early attention to this requirement especially important: any missing data or clarification that normally requires that person's input should be resolved at closing or delegated to an authorized backup contact. HP's partner ecosystem provides the systems and operational resources through which partners manage customer solutions and associated services; see [HPE Partner Ready Portal](#). For general information about support-service registration and entitlement administration, see [HPE Support Center](#).

QUESTION NO: 4 - (SIMULATION)

Match the HP Deployment Service with the service it provides.

ANSWER: Check the explanation for the answer

Explanation:

Correct matches:

Installation with User Settings → Unpacking the device, migrating data, and connecting peripherals.

HP Logistics Services → Delivering PCs to the customer's door or dock, with or without a scheduled appointment.

Office Installation Service → HP professionals migrate data from existing devices to the new PCs.

Select each service description according to these pairings.