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Exam : **HP2-H28**

Title : Selling HP Printing and Computing Services

Version : Demo

1.Which service allows the business to keep and dispose of their defective hard drive if their security policies require it?
A. Data Protection
B. Keep Safe
C. Defective Media Retention
D. Remote Delete
Answer: C

2.Which areas do the HP Care Pack services cover for consumers?
A. Deployment, Usage, and Care
B. Configuration, Usage, and Care
C. Usage with HP Smart Friend only
D. Care services only
Answer: D

3.Which statement is true about HP Care Pack Services?
A. HP Care Pack services are configurable to many devices with invoicing during the contract duration,
B. HP Care Pack Services cover care services only.
C. HP Care Pack Services cover deployment, usage, and care services in both Consumer and Business markets.
D. HP Care Pack Services cover a wide range of accessories (e.g.. mouse, key boards) that can be purchased with HP hardware.
Answer: B

4.How do services help customers?
A. Services help customers maintain communications and trade with their customers and suppliers.
B. Services help employees be more productive and increase their value to the business.
C. Services help customers achieve their everyday business targets.
D. Services help customers configure business email on their cellular phones.
Answer: B

5.Which statement is true about HP Printing and Personal Systems Attach Services?
A. Deployment services offer business customers preconfigured hardware with custom images. The customer should, however, expect some disruptions during installation.
B. Deployment services gets hardware installed in businesses or connected at home, ready to use.
C. Consumer usage services enhance customer experience by offering a high level of security.
D. Usage services only target the Consumer market
Answer: B