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## 學習資料

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**Exam : HP2-I47**

**Title : Selling HP PS Lifecycle  
Services 2023**

**Version : DEMO**

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1.What does the base warranty for HP Personal Systems provide?

- A. Uplifted support for additional years of coverage
- B. Protection against accidents such as liquid spills, electrical surges, and falls
- C. Operating system and firmware updates
- D. Protection from manufacturer defects

**Answer: D**

**Explanation:**

The base warranty for HP Personal Systems provides protection from manufacturer defects. According to the Limited Warranty and Support Guide<sup>1</sup>, HP warrants that the HP Hardware Products that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP or from the date HP completes installation. Therefore, the correct answer is

D. Protection from manufacturer defects.

2.Which HP Lifecycle Services can Partners sell but are fulfilled by HP? (Select three.)

- A. HP Fix Services
- B. HP Post Warranty Services
- C. HP Set Up Services
- D. HP Device Media Retention
- E. HP Collaborate Services
- F. HP Renew Services

**Answer: A C F**

**Explanation:**

The HP Lifecycle Services that Partners can sell but are fulfilled by HP are A. HP Fix Services, C. HP Set Up Services, and F. HP Renew Services. According to the web search results, these services are part of the HP Lifecycle Services portfolio that offer various solutions for device management throughout the device lifecycle<sup>123</sup>. However, these services are not delivered by the Partners, but by HP experts or authorized service providers<sup>123</sup>.

For example:

- HP Fix Services enable IT to remotely resolve employee device issues, plus deploy rapid repair or replacement at home, in the office, or in the field<sup>1</sup>. These services are fulfilled by HP or its authorized service providers using remote diagnosis and support, accidental damage protection, and multiple response time options for onsite repair or replacement<sup>1</sup>.

- HP Set Up Services offer a range of solutions for device configuration, provisioning, and deployment that can help customers reduce downtime and improve productivity<sup>2</sup>. These services are fulfilled by HP at the factory or onsite using custom system setting services, imaging and application services, device provisioning services, and installation and data migration services<sup>2</sup>.

- HP Renew Services help customers accelerate their sustainability goals through more responsible computing practices<sup>3</sup>. These services are fulfilled by HP using carbon neutral computing services, device recovery service, sanitization service, deinstallation service, and recycling service<sup>3</sup>.

Therefore, these are the HP Lifecycle Services that Partners can sell but are fulfilled by HP.

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 correct answer is D. The Partner must input order details through the HP Channel Services Network portal within five business days of closing the deal.

The HP Channel Services Network (CSN) portal is a web-based tool that enables HP Partners to register, track, and manage HP Lifecycle Services orders. It also provides access to various resources, such as training, certification, and support. The Partner must use the CSN portal to input the order details, such as customer name, service type, device serial number, and service start date, within five business days of closing the deal. This is necessary to activate the service and ensure timely delivery<sup>12</sup>. The other options are incorrect because:

- The Partner does not need to complete the registration process by using the hyperlink sent in an email. This is only required for customers who purchase HP Lifecycle Services directly from HP or through an online reseller<sup>3</sup>.
- Registration does not have to be performed within 10 days from the day the service is sold. This is only a recommendation to avoid any delays or issues in service delivery<sup>4</sup>.
- Delivery of the hardware does not have to be scheduled within 30 days after the service is sold. This is not related to the registration of HP Lifecycle Services. The hardware delivery is subject to the availability and shipping terms of the Partner or HP.

1: HP Channel Services Network 2: Hewlett Packard Enterprise Channel Services Network 3: [HP Care Pack Central] 4: [HP Care Pack Services - Frequently Asked Questions (FAQs)]

4. Which statements are true about how HP Partners can sell HP Lifecycle Services? (Select two.)

- A. HP Synergy Partners can attach HP Care Packs to contractual HP hardware deals.
- B. HP Power Service Partners cannot sell HP Care Pack renewals as SKU-based services.
- C. Partners can combine their services with HP Lifecycle Services to create a service bundle for their customers.
- D. All Partners can resell HP Lifecycle Services as transactional upfront payments
- E. All Partners can sell HP Lifecycle Services contractually.

**Answer: C D**

**Explanation:**

The correct answers are C and D. Partners can combine their services with HP Lifecycle Services to create a service bundle for their customers and All Partners can resell HP Lifecycle Services as transactional upfront payments.

- Partners can combine their services with HP Lifecycle Services to create a service bundle for their customers. This can help them increase their revenue, enhance their customer relationships, and differentiate themselves from competitors. For example, Partners can offer their own installation, configuration, or training services along with HP Set Up Services, which are designed to help customers

with the challenges of planning for, moving to, and provisioning new devices from the cloud<sup>12</sup>.

- All Partners can resell HP Lifecycle Services as transactional upfront payments, meaning that customers pay for the service once at the time of purchase or within 90 days of the device purchase date. They are attached to hardware by the device serial number, which is used to register and activate the service. Customers can check the status and coverage of their HP Lifecycle Services online by entering their device serial number<sup>34</sup>.

The other options are incorrect because:

- HP Synergy Partners cannot attach HP Care Packs to contractual HP hardware deals. HP Care Packs are services that provide an enhanced level of support and/or an extension of the duration of the HP Limited Warranty for HP devices. They are only available for devices that are in good working condition at the time of purchase or renewal. Therefore, customers must purchase and register HP Care Packs at the same time as they purchase their devices or within 90 days of the device purchase date<sup>34</sup>.

- HP Power Service Partners can sell HP Care Pack renewals as SKU-based services. SKU-based services are services that have a standard stock keeping unit (SKU) number and can be ordered through the HP Channel Services Network (CSN) portal. HP Care Pack renewals are SKU-based services that extend the coverage of HP devices for one year past the base warranty or extended warranty<sup>5</sup>.

- Not all Partners can sell HP Lifecycle Services contractually. Contractual services are services that are sold as a subscription or a pay-per-use model and require a contractual agreement between the customer and the Partner or HP. Only select Partners who have met certain criteria and have been authorized by HP can sell contractual services, such as HP Device as a Service (DaaS) or HP Managed Print Services (MPS).

1: HP Set Up Services- Device Configuration, Provisioning, and Deployment Services | HP® Official Site

2: HP Support Services | HP® Official Site 3: HP Care Pack Services - Frequently Asked Questions

(FAQs) 4: HP Care Pack - PC Repair, Extended Warranty & Support 5: HP Channel Services Network :

[HP Care Pack Services - Post Warranty] : [HP Device as a Service (DaaS) | HP® Official Site] : [HP

Managed Print Services | HP® Official Site]

5. An enterprise customer is interested in upgrading the PCs that its employees use. The IT manager does not have the staff to set the

preferred boot order and network boot options on each individual PC.

Which HP Service would help this customer?

A. Hardware Support Onsite

B. Defective Media Retention

C. Proactive Insights

D. Custom System Setting Services

**Answer: D**

**Explanation:**

The best answer for this question is D. Custom System Setting Services. According to the HP Computer Configuration Services website<sup>1</sup>, HP Custom System Setting Services help customers accelerate workforce productivity with customized BIOS, configuration, and other system settings. This service allows customers to specify their preferred boot order and network boot options, as well as other settings, such as security features, power management, and asset tagging<sup>1</sup>. HP can apply these settings to the PCs at the factory, so they arrive ready to use, tailored to the customer's needs<sup>1</sup>. Therefore, HP Custom System Setting Services would help the customer save time and resources by setting the boot

and network options on each PC before delivery.