



# HP

## HP2-H65 Exam

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## Version: 7.0

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**Question: 1**

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Which types of HP Services contracts are available to your customers? (Select two.)

- A. Adjustable
- B. Transactional
- C. Standard
- D. Durational
- E. Custom

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**Answer: BD**

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**Question: 2**

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Which two business initiatives indicate that a potential customer is ready for a conversation about Deploy? (Select two.)

- A. They need to increase security for sensitive data.
- B. They need IT resources focused on innovation.
- C. They need to get reports about their IT performance environment.
- D. They need to shift the IT focus/time from deployment tasks to core business activities.
- E. They need to standardize IT implementations (global/multi-national, multi-location).

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**Answer: AB**

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**Question: 3**

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A customer states that the standard base warranty is sufficient. How should you respond?

- A. The standard base warranty only lasts 30 days. You might as well start by buying services to provide greater protection for your devices.
- B. With a base warranty, you cannot choose the service level or the repair method. Can you afford to wait if repairs are needed? What happens after the base warranty expires?
- C. The price difference between services and hardware is so little. Does it make sense to only count on the standard base warranty?
- D. 80% of customers who start with the standard base warranty will pay for enhanced service coverage before the standard warranty expires.

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**Answer: A**

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