

## HP.HP2-I47.v2023-12-04.q11

|                                                                                                                                                               |                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Exam Code:                                                                                                                                                    | HP2-I47                               |
| Exam Name:                                                                                                                                                    | Selling HP PS Lifecycle Services 2023 |
| Certification Provider:                                                                                                                                       | HP                                    |
| Free Question Number:                                                                                                                                         | 11                                    |
| Version:                                                                                                                                                      | v2023-12-04                           |
| # of views:                                                                                                                                                   | 496                                   |
| # of Questions views:                                                                                                                                         | 110                                   |
| <a href="https://www.exam-tests.com/HP2-I47-exam/HP.HP2-I47.v2023-12-04.q11.html">https://www.exam-tests.com/HP2-I47-exam/HP.HP2-I47.v2023-12-04.q11.html</a> |                                       |

### NEW QUESTION: 1

Name the three hardware-enforced commands provided by HP wolf Protect and Trace.  
(Select three.)

- A. Replace
- B. Restore
- C. Find
- D. Lock
- E. Report
- F. Erase

**Answer: (SHOW ANSWER)**

Explanation

The three hardware-enforced commands provided by HP Wolf Protect and Trace are Find, Lock, and Erase

12.

Find: This command allows the user to locate the device on a map, even if it is turned off or disconnected from the internet. It uses a combination of GPS, Wi-Fi, and cellular signals to pinpoint the device's location<sup>12</sup>.

Lock: This command allows the user to lock the device at the BIOS level, preventing unauthorized access to the device and its data. It also displays a custom message on the device screen, such as contact information or a reward offer<sup>12</sup>.

Erase: This command allows the user to erase the device's data, including the operating system, applications, and files. It also renders the device unusable until it is reinstalled with a new operating system<sup>12</sup>.

These commands are powered by HP TechPulse, an automation platform that delivers world-class services through meaningful insights. They can be initiated and approved by the user or an authorized administrator through a web portal or a mobile app<sup>12</sup>.

### NEW QUESTION: 2

You need to register many HP Lifecycle Services at one time.

What is the faster way to accomplish this goal?

- A.** Download an Excel template from the HP Channel Services Network portal, complete the information, and upload the worksheet back to the portal
- B.** Access your HP Channel Services Network account and modify any existing order information to match the new registration information
- C.** Enter the common information in the HP Channel Services Network portal and duplicate the registration request to change the unique information
- D.** Work with an HP distributor and use the program available exclusively to distributors

**Answer: A ([LEAVE A REPLY](#))**

Explanation

The faster way to register many HP Lifecycle Services at one time is D. Download an Excel template from the HP Channel Services Network portal, complete the information, and upload the worksheet back to the portal.

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<sup>1</sup>.

One of the features of the CSN portal is the ability to register multiple HP Lifecycle Services at once by using an Excel template. The Partner can download the template from the portal, fill in the required information for each service, such as customer name, service type, device serial number, and service start date, and upload the completed worksheet back to the portal. This can save time and effort compared to registering each service individually<sup>2</sup>.

If you want to learn more about how to use the Excel template to register multiple HP Lifecycle Services, you can watch a short video tutorial on the CSN portal<sup>3</sup>. You can also contact an HP representative for more details or assistance.

1: HP Channel Services Network 2: HP Care Pack Services - Frequently Asked Questions (FAQs) 3: CSN - How to Register Multiple Care Packs Using Excel Template

### NEW QUESTION: 3

You want to attach HP Fix Services to a deal with a new customer.

Which questions should you ask to determine the pain points that the customer is experiencing? (Select two.)

- A.** Do you currently have a security strategy in place for your PCs and other devices?
- B.** What percentage of your budget is allocated to new hardware acquisition?
- C.** How do you decide when to acquire or retire the company's personal systems?
- D.** How do you deal with hardware support when employees are working remotely?

E. How much employee productivity is lost to device downtime due to failure or damage?

F. What does the company's roadmap for growth over the next ten years look like?

**Answer: D,E ([LEAVE A REPLY](#))**

Explanation

The best questions to ask to determine the pain points that the customer is experiencing are D. How do you deal with hardware support when employees are working remotely? and E. How much employee productivity is lost to device downtime due to failure or damage? These questions can help you identify the customer's challenges and needs related to device support and repair, which are the main benefits of HP Fix Services. By asking these questions, you can also uncover the customer's current situation, such as how many devices they have, how often they fail or get damaged, how long it takes to fix them, and how much it costs them in terms of lost productivity and support expenses. These questions can also help you position HP Fix Services as a solution that can address the customer's pain points by providing remote diagnosis and support, accidental damage protection, and multiple response time options for onsite repair or replacement. Therefore, these questions can help you attach HP Fix Services to a deal with a new customer.

#### **NEW QUESTION: 4**

An HP Partner is working with an install-base customer that wants increased security for new HP devices as well as existing non-HP devices.

What should the Partner consider when discussing this deal with the customer?

**A.** HP Wolf Pro Security can be attached to the deal.

**B.** HP Proactive Security includes services to implement and manage configuration policies.

**C.** HP Manageability Services help with consistent, scalable, and secure software deployment.

**D.** Users can install HP Client Security Manager on the HP devices as well as the third-party devices.

**Answer: ([SHOW ANSWER](#))**

Explanation

The correct answer is B. HP Proactive Security includes services to implement and manage configuration policies.

HP Proactive Security is the world's most advanced endpoint security service that provides protection-first security for SMBs. It uses HP Sure Click Pro and HP Sure Sense Pro to isolate and contain malware threats, and HP TechPulse to monitor and report on device security posture. HP Proactive Security also includes services to help customers implement and manage configuration policies, such as deny and allow lists, device guard, credential guard, and BitLocker encryption. These services are delivered by certified security experts who act as an extension of the customer's IT team<sup>12</sup>.

HP Wolf Pro Security is a software suite that provides application isolation and deep learning endpoint protection for Windows 10 PCs. It is not a service and does not include any configuration policy management features<sup>3</sup>.

HP Manageability Services help IT simplify and improve end user device management and deliver a better employee experience across endpoint devices and applications. They provide multi-vendor, multi-OS device monitoring and management solutions, powered by the HP TechPulse analytics platform. They do not focus on security specifically, but rather on device health, performance, and optimization<sup>4</sup>.

HP Client Security Manager is a software application that allows users to manage the security features of their HP devices, such as fingerprint reader, facial recognition, password manager, drive encryption, and device access manager. It is not compatible with non-HP devices and does not provide any services to implement or manage configuration policies<sup>5</sup>.

1: HP Wolf Security Services 2: HP Advances PC Security with Cutting Edge Innovations

3: HP Wolf Pro Security | HP United Kingdom 4: HP Manageability Services | HP Official

Site 5: HP Business PCs - HP Client Security Manager and Windows 11 compatibility | HP Customer Support

### **NEW QUESTION: 5**

What is the benefit for HP Partners to attach HP Lifecycle Services to HP hardware?

(Select two.)

- A.** By increasing customer stickiness via deeper relationships through end-to-end solutions
- B.** By extending the length of the contract's term indefinitely until canceled by one or the other party
- C.** By decreasing the length of the standard hardware warranty
- D.** By increasing the average unit price of hardware sales to drive higher margins
- E.** By offering a tiered volume discount strategy that can be passed along to customers

**Answer: A,D (LEAVE A REPLY)**

Explanation

The benefits for HP Partners to attach HP Lifecycle Services to HP hardware are A. By increasing customer stickiness via deeper relationships through end-to-end solutions and D. By increasing the average unit price of hardware sales to drive higher margins.

According to the HP Lifecycle Services website<sup>1</sup>, HP Lifecycle Services provide IT with efficient, cost-effective solutions for device management that help keep the business in motion. By attaching HP Lifecycle Services to HP hardware, HP Partners can offer their customers a complete and integrated solution that covers the entire device lifecycle, from planning and design to configuration and deployment, to workforce support and secure eco-friendly device refreshes<sup>1</sup>. This can help HP Partners increase customer loyalty and satisfaction by providing them with a consistent and reliable service experience throughout the device lifecycle<sup>1</sup>. Moreover, by attaching HP Lifecycle Services to HP hardware, HP Partners can also increase their revenue and profitability by adding value to their hardware

sales and enhancing their competitive differentiation<sup>2</sup>. HP Lifecycle Services can help HP Partners increase the average unit price of hardware sales by offering additional services that address the customer's specific needs and challenges, such as operating system and firmware updates, accidental damage protection, defective media retention, device recovery and recycling, and more<sup>2</sup>. Therefore, by attaching HP Lifecycle Services to HP hardware, HP Partners can benefit from both increasing customer stickiness via deeper relationships through end-to-end solutions and increasing the average unit price of hardware sales to drive higher margins.

### **NEW QUESTION: 6**

When is the optimal time to engage with a customer regarding renewal of an HP Care Pack?

- A.** A minimum of six months before the existing Care Pack Services expire in order to complete the sales process
- B.** During the five business day grace period before and after the expiration date of the Care Pack to ensure continued coverage
- C.** Thirty days after the existing coverage period has expired in order to update the agreement with new terms and conditions
- D.** At the time designated in the customer's service level agreement for implementing the customer's request for changes

**Answer:** ([SHOW ANSWER](#))

Explanation

The optimal time to engage with a customer regarding renewal of an HP Care Pack is A. A minimum of six months before the existing Care Pack Services expire in order to complete the sales process.

HP Care Pack Services 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 offer various options for repair time, on-site support, exchange, collection and return by a carrier, installation by an HP technician, and more<sup>12</sup>.

However, HP Care Pack Services are only available for devices that are in good working condition at the time of purchase or renewal. Therefore, customers must renew their HP Care Pack Services before they expire to avoid any gaps in coverage or service delivery<sup>12</sup>.

The sales process for renewing an HP Care Pack can take several weeks or months, depending on the customer's needs, preferences, and budget. It may involve activities such as assessing the customer's current and future device requirements, identifying the best HP Care Pack options for their devices, negotiating the terms and conditions of the renewal contract, and registering the renewed HP Care Pack Services<sup>3</sup>.

Therefore, it is advisable to engage with the customer regarding renewal of an HP Care Pack at least six months before the existing Care Pack Services expire. This can help

ensure a smooth and timely renewal process and avoid any service interruptions or issues<sup>3</sup>.

If you want to help the customer renew their HP Care Pack Services, you can use the HP Care Pack Finder tool on the HP website<sup>4</sup> or contact an HP representative for more details or assistance.

1: HP Care Pack Services - Frequently Asked Questions (FAQs) 2: HP Care Pack - PC Repair, Extended Warranty & Support 3: [HP Care Pack Renewal] 4: HP Care Pack Central

### **NEW QUESTION: 7**

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 ([LEAVE A REPLY](#))**

Explanation

The important consideration that you should discuss with this customer is D. HP Care Packs must be attached at the time of purchase or within 90 days of the purchase of the devices.

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 offer various options for repair time, on-site support, exchange, collection and return by a carrier, installation by an HP technician, and more<sup>12</sup>.

However, HP Care Packs are only available for devices that are in good working condition at the time of purchase. 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. Otherwise, they will not be eligible for HP Care Pack services<sup>12</sup>.

If you want to help the customer find the right HP Care Pack for their devices, you can use the HP Care Pack Finder tool on the HP website<sup>3</sup>. You can also contact an HP representative for more details or assistance.

### **NEW QUESTION: 8**

An enterprise manufacturing company is considering adjusting their business processes in order to create a more sustainable workplace and help advance the company's circularity

goals. The IT manager has been tasked with contributing to a business plan for a distributed, hybrid workforce.

What are two benefits that the IT manager should include in the company's proposed sustainability plan?

(Select two.)

**A.** IT for a hybrid workforce is easier to manage than physical, on-premises workplaces because employers expect remote employees to manage their devices.

**B.** As employers adopt hybrid workforce, they must accept lower employee productivity and IT support levels.

**C.** Visibility and control over changing technology will enable the businesses to meet the technology demands of the future.

**D.** A current trend has shown that employees will stay with an environmentally responsible company long-term

**Answer: C,D (LEAVE A REPLY)**

Explanation

The two benefits that the IT manager should include in the company's proposed sustainability plan are C.

Visibility and control over changing technology will enable the businesses to meet the technology demands of the future and D. A current trend has shown that employees will stay with an environmentally responsible company long-term These benefits are supported by the information contained in the web search results:

Visibility and control over changing technology will enable the businesses to meet the technology demands of the future. This benefit is related to the need for IT to adapt to the hybrid work model and provide solutions that can optimize device management, security, performance, and sustainability. For example, one of the web search results states that "HP Manageability Services help IT simplify and improve end user device management and deliver a better employee experience across endpoint devices and applications. They provide multi-vendor, multi-OS device monitoring and management solutions, powered by the HP TechPulse analytics platform" 1. Another result states that "HP Wolf Protect and Trace is a service that helps protect devices from cyberattacks and recover them if they are lost or stolen.

It uses HP TechPulse to monitor device security posture, detect threats, and enable remote actions such as lock, wipe, or locate" 2. These examples show how IT can leverage HP solutions to gain visibility and control over changing technology and meet the future needs of the hybrid workforce.

A current trend has shown that employees will stay with an environmentally responsible company long-term. This benefit is related to the positive impact of hybrid work on employee retention and engagement. According to one of the web search results, "more than a dozen peer-reviewed studies have confirmed that employees prefer working for organizations that take environmental sustainability seriously. In fact, according to a recent study conducted by GHD, a global professional services advisory firm, 30% of Americans

indicated their employer's sustainability practices impacted their decision about whether to work for them, and they would consider green credentials when choosing a future employer" 1. Another result states that "recent studies suggest that 61% of employees want to work from home at least three days per week moving forward, and 21% want to work entirely remote"

1. These statistics indicate that employees value working for companies that support their preferences for hybrid work and environmental sustainability.

### **NEW QUESTION: 9**

Which two HP Lifecycle Services are powered by HP TechPulse? (Select two.)

- A.** HP Wolf Protect and Trace
- B.** HP Active Care
- C.** HP Deinstallation Services
- D.** HP pc BIOS Asset Tagging service
- E.** HP Defective Media Retention

**Answer: A,B ([LEAVE A REPLY](#))**

Explanation

The two HP Lifecycle Services that are powered by HP TechPulse are A. HP Active Care and E. HP Wolf Protect and Trace. According to the web search results, HP Active Care is a service that provides managed device protection, support, and repair using predictive analytics, insights, and auto-ticketing from HP TechPulse<sup>12</sup>. HP Wolf Protect and Trace is a service that provides endpoint security and threat detection using the telemetry data from HP TechPulse<sup>3</sup>. Therefore, these two services are powered by HP TechPulse, which is a cloud-based telemetry and analytics platform that aggregates critical data from devices and applications<sup>14</sup>.

The other services, such as HP pc BIOS Asset Tagging service, HP Deinstallation Services, and HP Defective Media Retention, are not powered by HP TechPulse, but are part of the HP Lifecycle Services portfolio that offers various solutions for device management

### **NEW QUESTION: 10**

Name two specific pain points a customer might have that HP Fix Services can help address. (Select two.)

- A.** Employees are less productive due to maintenance issues.
- B.** Changing trends have had a negative impact on business performance.
- C.** Customer needs to focus on CapEx rather than OpEx.
- D.** Customer is facing increased cyberthreats.
- E.** Customer is not set up for remote working

**Answer: ([SHOW ANSWER](#))**

Explanation

The correct answers are A and E. Employees are less productive due to maintenance issues and Customer is not set up for remote working.

These are two specific pain points that HP Fix Services can help address. HP Fix Services are services that 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>.

By using HP Fix Services, customers can benefit from:

Faster fixes and streamlined issue resolution that keep devices running and employees productive<sup>1</sup>.

Remote diagnosis and support for things like boot-up issues, system performance issues, network connectivity issues, and other problems<sup>2</sup>.

HP certified technicians that repair devices with 100% genuine HP parts<sup>2</sup>.

Rapid repair or replacement of devices at home, in the office, or in the field, with options such as next business day onsite service, accidental damage protection, and device media retention<sup>12</sup>.

If the customer is interested in learning more about HP Fix Services, you can direct them to the HP website<sup>1</sup> or contact an HP representative for more details.

The other options are incorrect because:

Changing trends have had a negative impact on business performance is not a specific pain point that HP Fix Services can help address. This is more related to HP Transform Services, which are services that help customers adapt to changing business needs and optimize their IT investments<sup>3</sup>.

Customer needs to focus on CapEx rather than OpEx is not a specific pain point that HP Fix Services can help address. This is more related to HP Financial Services, which can help customers optimize their IT spending and achieve their business goals with flexible financing solutions<sup>4</sup>.

Customer is facing increased cyberthreats is not a specific pain point that HP Fix Services can help address. This is more related to HP Protect Services, which are services that help customers enhance their device security posture and protect their data from cyberattacks.

1: HP Support Services | HP Official Site 3: HP Support Services | HP Official Site 4: [HP Financial Services | HP Official Site] 2: HP Care Pack - PC Repair, Extended Warranty & Support : [HP Wolf Security - Endpoint Security Solutions | HP Official Site]

## **NEW QUESTION: 11**

How are HP Care Pack Services sold?

**A.** They are sold with flexible payment terms and coverage options, offer standard and custom options, and are renewable.

**B.** They are sold as a transactional upfront payment although they require special terms and a minimum threshold.

**C.** They are attached to hardware by the device serial number and sold as a transactional upfront payment.

D. They are available as a contractual service and can be sold at any time as a standard SKU offering

**Answer: C (LEAVE A REPLY)**

Explanation

The correct answer is C. They are attached to hardware by the device serial number and sold as a transactional upfront payment.

HP Care Pack Services 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 offer various options for repair time, on-site support, exchange, collection and return by a carrier, installation by an HP technician, and more<sup>12</sup>.

HP Care Pack Services are sold as a transactional upfront payment, 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 Care Pack Services online by entering their device serial number<sup>12</sup>.

If you want to learn more about HP Care Pack Services, you can visit the HP website<sup>1</sup> or contact an HP representative for more details or assistance. You can also use the HP Care Pack Finder tool on the HP website<sup>3</sup> to find the right HP Care Pack for your device.

1: HP Care Pack Services - Frequently Asked Questions (FAQs) 2: HP Care Pack - PC Repair, Extended Warranty & Support 3: HP Care Pack Central

**Valid HP2-I47 Dumps** shared by BraindumpsPass.com for Helping Passing HP2-I47 Exam! BraindumpsPass.com now offer the **newest HP2-I47 exam dumps**, the BraindumpsPass.com HP2-I47 exam **questions have been updated** and **answers have been corrected** get the **newest** BraindumpsPass.com HP2-I47 dumps with Test Engine here: <https://www.braindumpsPass.com/HP/HP2-I47-practice-exam-dumps.html> (**32 Q&As Dumps, 40%OFF Special Discount: Exam-Tests**)