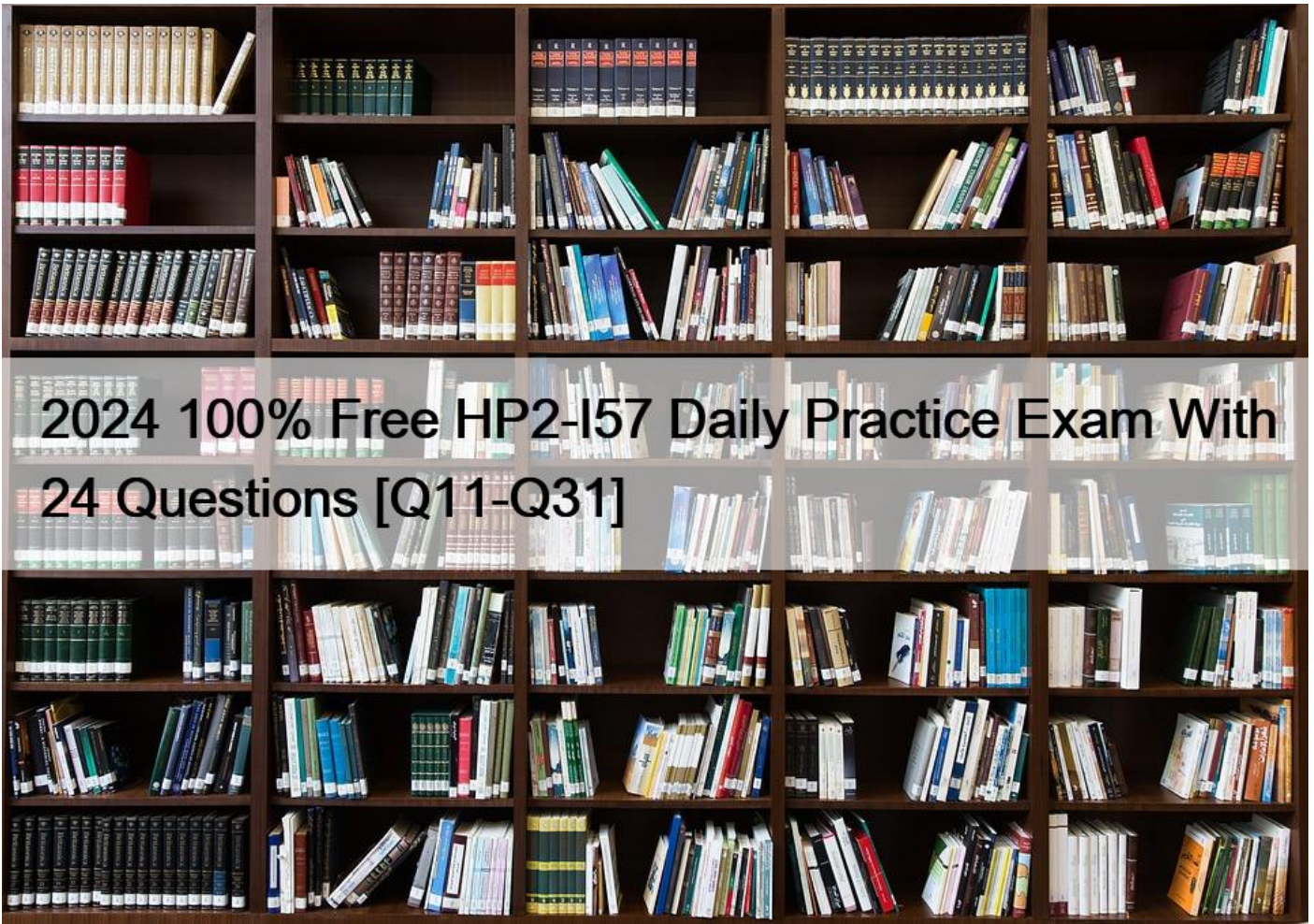# 2024 100% Free HP2-I57 Daily Practice Exam With 24 Questions [Q11-Q31

2024 100% Free HP2-I57 Daily Practice Exam With 24 Questions

HP2-I57 exam torrent HP study guide

NO.11

Match the component of the HP Workforce Computing Solutions Portfolio for channel partners with the service it provides.

HP Workforce Computing Services portfolio component

Configuration and Deployment Services

Hardware Support Services

Service provided

Resolve employee device issu that bring rapid repair or repla

Help deliver great device expe services for seamless configu

Explanation:

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Here is the correct matching of theHP Workforce Computing Services portfolio componentwith the service it provides:

* Configuration and Deployment ServicesService provided: Help deliver great device experiences for customers’ employees starting on day one, with services for seamless configuration, deployment, and zero-touch setup.

* Hardware Support ServicesService provided: Resolve employee device issues with minimal impact on your customers’ IT teams with services that bring rapid repair or replacement to wherever they’re needed most.

These services from HP Workforce Computing Solutions ensure smooth device setup and rapid support for any technical issues employees may face, improving both productivity and IT efficiency

NO.12 Where can you find additional information about HP Services?
* HP Partner Portal
* HP Workforce Central
* HP AssetHub
* HP Workpath
The HP Partner Portal is the primary platform where partners and customers can access additional detailed information about all HP Services, including Care Packs, Post Warranty Support, and more. The portal contains product documentation, sales materials, service descriptions, and other essential resources to help partners and customers make informed decisions about the right HP services for their needs

NO.13

Match the HP Hardware Care Pack with the add-on features each Care Pack provides in conjunction with the standard limited HP

HP Hardware Support Services Add-on Support Care Pack

Accidental Damage Protection

Travel Coverage

Defective Media Retention

Support features the Car...

Allows customers to keep... replacement drives at no a...

Includes Pick-up and Retu...

Allows customers to avoid... as unpredictable drops, sp...

Match the HP Hardware Care Pack with the add-on features each Care Pack provides in conjunction with the standard limited HP product warranty in order to customize the support coverage.

HP Hardware Support Services Add-on Support Care Pack

Accidental Damage Protection

Travel Coverage

Defective Media Retention

Support features the Care Pack provides...

Allows customers to keep their defective hard drives that require warranty replacement with replacement drives at no additional cost

Includes Pick-up and Return and HP Care

Allows customers to avoid out-of-pocket repair or replacement costs caused by events such as unpredictable drops, spills, or electrical surges

Explanation:

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HP Hardware Support Services Add-on Support Care Pack

Defective Media Retention

Travel Coverage

Accidental Damage Protection

Support features the C...

Allows customers to kee... replacement drives at n...

Includes Pick-up and Re...

Allows customers to avo... as unpredictable drops, ...

Here is the correct matching of theHP Hardware Support Services Add-on Support Care Packwith the features it provides:

* Accidental Damage ProtectionSupport features the Care Pack provides: Allows customers to avoid out-of-pocket repair or replacement costs caused by events such as unpredictable drops, spills, or electrical surges.

* Travel CoverageSupport features the Care Pack provides: Includes Pick-up and Return and HP Care.

* Defective Media RetentionSupport features the Care Pack provides: Allows customers to keep their defective hard drives that require warranty replacement with replacement drives at no additional cost.

These add-on services offer extended protection beyond the basic warranty, helping customers mitigate costs and enhance coverage for specific scenarios

NO.14 Which coverage does HP Post Warranty Support Service provide?
* Access to Level 2 help desk technicians
* No-cost device repairs made with certified HP parts
* Additional 12 months of support based on the product’s base warranty or selected Support Service package
* Extension beyond 12 months if needed

HP Post Warranty Support Service provides customers with an extension of their original warrantyor service package for an additional 12 months. This service ensures that customers continue to receive the same level of support as in their base warranty, including coverage for repairs, parts, and labor, without interruptions. It is designed to extend the lifespan of devices, reduce unplanned downtime, and keep costs predictable

NO.15 Which features do the Predefined Asset Tags include? (Select two).
* Device data that can include HBMA, UUID, WLAN, Serial Number, PKID, and MAC address
* Predefined artwork and placement of the tag on the device chassis and/or packaging
* BIOS asset tagging
* Custom logo

HP’s Predefined Asset Tags feature the ability to include essential device data such as hardware-based media access (HBMA), UUID, WLAN, serial numbers, PKID, and MAC addresses (A). Additionally, HP offers predefined artwork and placement of the asset tag on either the device chassis or packaging, allowing for easier identification and asset management (B). This feature helps streamline inventory control and device management processes for enterprises

NO.16 Match the HP Active Care journey with the responsive party for each required action.

HP Active Care journey...　　　　　　　　**Party responsible for the action**

1. Register the HP Active Care Care Pack to the customer

Partner
Customer (with support and guidance from the partner)
HP Software (enables service on each device)
HP

2. Setup/Configure PC and Download Software

Partner
Customer (with support and guidance from the partner)
HP Software (enables service on each device)
HP

3. Enroll Device

Partner
Customer (with support and guidance from the partner)
HP Software (enables service on each device)
HP

4. Device Monitored

Partner
Customer (with support and guidance from the partner)
HP Software (enables service on each device)
HP

5. Incidents Logged

Partner
Customer (with support and guidance from the partner)
HP Software (enables service on each device)
HP

6. Case Creation

Partner
Customer (with support and guidance from the partner)
HP Software (enables service on each device)
HP

7. Device Repair by HP

Partner
Customer (with support and guidance from the partner)
HP Software (enables service on each device)
HP

HP Active Care journey...	Party responsible for the action
1. Register the HP Active Care Care Pack to the customer	**Partner** Customer (with support and guidance from the partner) HP Software (enables service on each device) HP
2. Setup/Configure PC and Download Software	Partner **Customer (with support and guidance from the partner)** HP Software (enables service on each device) HP
3. Enroll Device	Partner **Customer (with support and guidance from the partner)** HP Software (enables service on each device) HP
4. Device Monitored	Partner Customer (with support and guidance from the partner) **HP Software (enables service on each device)** HP
5. Incidents Logged	Partner **Customer (with support and guidance from the partner)** HP Software (enables service on each device) HP
6. Case Creation	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) **HP**
7. Device Repair by HP	Partner Customer (with support and guidance from the partner) HP Software (enables service on each device) **HP**

Explanation:

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HP Active Care journey...	Party responsible for the action
1. Register the HP Active Care Care Pack to the customer	Partner
2. Setup/Configure PC and Download Software	Customer (with support and guidance from the p...
3. Enroll Device	Customer (with support and guidance from the p...
4. Device Monitored	HP Software (enables service on each device)
5. Incidents Logged	Customer (with support and guidance from the p...
6. Case Creation	HP
7. Device Repair by HP	HP

Here is the correct matching of theHP Active Care journeyactions with the responsible parties:

* Register the HP Active Care Care Pack to the customerResponsible Party: Partner

* Setup/Configure PC and Download SoftwareResponsible Party: Customer (with support and guidance from the partner)

* Enroll DeviceResponsible Party: Customer (with support and guidance from the partner)

* Device MonitoredResponsible Party: HP Software (enables service on each device)

* Incidents LoggedResponsible Party: Customer (with support and guidance from the partner)

* Case CreationResponsible Party: HP

* Device Repair by HPResponsible Party: HP

This mapping ensures a clear understanding of who is responsible for each action during the lifecycle of the HP Active Care journey, including device enrollment, monitoring, and support tasks

NO.17 A customer’s HP Care Pack Service will expire in four months.

What should you recommend that this customer purchases?
* HP Collaborate Services to help the customer’s employees avoid unexpected technical problems after coverage from the HP Care Pack expires
* HP Post Warranty Support Services no earlier than the last 90 days of the existing coverage period and no later than 30 days after the existing coverage period has expired
* HP Device Media Retention Services to allow the customer to retain data that would otherwise be lost upon expiration of the HP Care Pack Service
* OHP Post Warranty Support Services as soon as possible to ensure continued protection of the customer’s existing personal devices
HP Post Warranty Support Services provide extended protection beyond the expiration of an initial Care Pack or warranty period. These services are critical for customers who want to ensure continued support for their devices without interruptions. According to HP’s guidelines, the best time to purchase Post Warranty Support Services is within a window that starts 90 days before the expiration of the current coverage and extends up to

30 days after it expires. This ensures there is no lapse in coverage and the customer continues to receive support for their devices.

HP also offers other services, such as Device Media Retention, which allows customers to retain defective hard drives after replacement, but this is more focused on data retention during device repairs rather than extending support post-warranty. HP Collaborate Services and other proactive services are helpful but are not designed specifically for extending support coverage after a warranty expires. Hence, the most suitable option is HP Post Warranty Support Services

NO.18

Match the HP Hardware Support Services Hardware Care Pack with the service it provides.

HP Hardware Support Services Care Pack	Service it provides
HP Essential Support	HP's fastest device support service, providing re... affect employee productivity
HP Premium Support	Includes Pick-Up and Return and HP Care
HP Premium+ Support	Technician dispatched to business or home offic... coverage service windows to fit your customers' ...

Explanation:

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Service it provides	
HP Premium+ Support	HP's fastest device support service, providing reliable response and resolution to hardware issu... affect employee productivity
HP Essential Support	Includes Pick-Up and Return and HP Care
HP Premium Support	Technician dispatched to business or home office for repairs with next business day response o... coverage service windows to fit your customers' needs

Here is the correct matching of the HP Hardware Support Services Care Pack with the service it provides:

* HP Essential Support Service it provides: Includes Pick-Up and Return and HP Care

* HP Premium Support Service it provides: Technician dispatched to business or home office for repairs with next business day

response or adjusted coverage service windows to fit your customers’ needs

* HP Premium+ SupportService it provides: HP’s fastest device support service, providing reliable response and resolution to hardware issues before they affect employee productivity These support levels offer different tiers of service to meet various customer needs, ranging from basic hardware support to premium services with faster response times and comprehensive coverage

NO.19 What is the benefit for HP partners to attach Predefined Asset Tagging to a typical HP hardware deal? (Select three.)
* Attaching predefined asset tags allows HP partners to increase value and profit to hardware deals.
* Attaching asset tags results in no extra steps for the partners because they are applied during the manufacturing process.
* Asset tagging enables a tiered volume discount strategy to be passed along to customers.
* Asset tags help customers save time and money and improve efficiency during the asset management process.
* Asset tagging allows for indefinite contract term extensions until cancelled by one or the other party.

Predefined asset tagging is beneficial to HP partners and customers for several reasons. First, it increases the value and potential profitability of hardware deals by offering a customizable service that enhances the asset management process (A). Second, the tags are applied during manufacturing, meaning there is no additional burden on the partner for the installation process (B). Lastly, asset tagging helps customers save time and money by simplifying the asset tracking and management processes, leading to improved operational efficiency (D)

NO.20 Which statements are true about HP Premium+ Support end user alerts? (Select three.)
* End users cannot snooze the alerts.
* If the customer IT administrator would like to view alerts, they can request an optional dashboard and turn off the end user alerts.
* HP Premium+ Support predictive alerts on each device are pre-configured to automatically go directly to end users – on their notifications tray.
* Only non-hybrid employees can receive end user alerts directly on their device.
* When one of these alerts appears, it alerts the end user that they need to submit a case to HP for repair and enables the end user to automatically create a case and the location of where they would like the service to happen.

HP Premium+ Support provides predictive alerts that notify end users directly on their device’s notification tray (C). The alerts help streamline issue reporting, enabling users to quickly create a service case and specify repair details (E). If preferred, IT administrators can manage these alerts through an optional dashboard and can choose to disable them for end users (B), giving flexibility in alert management

https://www.hp.com/us-en/services/workforce-solutions/workforce-computing.html

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