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## Question 1

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Question Type: MultipleChoice

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A customer with a hybrid workforce and overworked IT staff is considering a refresh of the PCs used by the company's employees. The employees work in a variety of roles, with unique device specifications, and across different locations. Management is concerned about asset tracking, deployment, and management with the refresh.

How would HP Configuration and Deployment offerings help this customer?

Options:

- A- By offering 1TB OneDrive for Business accounts to encourage employees to offload their software and data to the cloud
- B- By automating and streamlining asset management and physical device tracking using Predefined Asset Tagging
- C- By offering the flexibility to configure HP and approved non-HP PC devices onsite to be compatible with each worker's specifications
- D- By offering a built-in discount and faster delivery for a purchase of a large quantity of similarly configured PCs under a single purchase order

Answer:

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B

Explanation:

HP Configuration and Deployment services help customers manage a hybrid workforce by offering solutions such as Predefined Asset Tagging, which automates and streamlines asset management and tracking. This feature is particularly useful for companies dealing with large-scale device rollouts, ensuring that every device is easily trackable and configured according to the organization's needs. It helps alleviate the IT team's workload by managing devices more efficiently across different locations and roles

## Question 2

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Question Type: MultipleChoice

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Which statements are true about the benefits HP Premium+ Support provides to HP channel

partners? (Select two.)

### Options:

- A- Limits support for employees in hybrid work environments
- B- Minimizes the partners' scale and reach to better focus on end-user support
- C- Helps enhance your profits by increasing your margin when selling HP devices
- D- Secures front-end revenue from the initial sale while relying on HP for ongoing support of the devices
- E- Provides reactive identification and resolution of hardware health issues

### Answer:

C, D

### Explanation:

HP Premium+ Support provides channel partners with several financial and operational benefits. First, it enables partners to enhance their margins when selling HP devices by bundling Premium+ Support services, thereby offering a more comprehensive solution (C). Second, it allows partners to secure front-end revenue from the initial sale while relying on HP to provide ongoing device support (D). This reduces the partner's operational load while still ensuring the customer receives top-tier support, which can be particularly useful in scaling operations

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## Question 3

Question Type: MultipleChoice

What is the benefit for HP partners to attach Predefined Asset Tagging to a typical HP hardware deal? (Select three.)

### Options:

- A- Attaching predefined asset tags allows HP partners to increase value and profit to hardware deals.
- B- Attaching asset tags results in no extra steps for the partners because they are applied during the manufacturing process.
- C- Asset tagging enables a tiered volume discount strategy to be passed along to customers.

- D- Asset tags help customers save time and money and improve efficiency during the asset management process.
- E- Asset tagging allows for indefinite contract term extensions until cancelled by one or the other party.

Answer:

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A, B, D

Explanation:

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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)

## Question 4

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Question Type: MultipleChoice

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Which coverage does HP Post Warranty Support Service provide?

Options:

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- A- Access to Level 2 help desk technicians
- B- No-cost device repairs made with certified HP parts
- C- Additional 12 months of support based on the product's base warranty or selected Support Service package
- D- Extension beyond 12 months if needed

Answer:

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C

Explanation:

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HP Post Warranty Support Service provides customers with an extension of their original warranty or 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

## Question 5

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Question Type: MultipleChoice

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What are the three Priority Services Packages? (Choose three.)

Options:

- A- Priority Anytime Access
- B- Priority Management
- C- Priority Access Plus
- D- Priority Access

Answer:

A, C, D

Explanation:

HP offers different Priority Services Packages to cater to various customer needs. Priority Access provides fast and direct connection to HP support. Priority Access Plus includes all the benefits of Priority Access but with additional enhanced service levels. Priority Anytime Access offers 24/7 service for mission-critical environments, ensuring that customers receive support at any time of day

## Question 6

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Question Type: MultipleChoice

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What are the benefits that Premium+ Support provides to customers? (Choose three.)

Options:

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- A- Automated ticketing streamlines & expedites repairs with high-quality support
- B- Proactively alerts users to issues like hard disc drive issues, low batteries, thermal issues, and BIOS updates before they fail
- C- Ability to monitor the entire customer fleet of HP and non-HP devices
- D- 24x7 remote support in all countries where HP provides coverage
- E- Availability for purchase throughout the entire product lifecycle

Answer:

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A, B, D

Explanation:

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HP Premium+ Support offers several key benefits to customers. First, it provides automated ticketing to streamline the repair process, ensuring faster resolutions for hardware issues (A). Second, it offers proactive alerts to notify users of potential device issues (e.g., hard drive failures, battery levels, thermal issues) before they become critical (B). Finally, Premium+ Support includes 24x7 remote support, available in all regions where HP operates, ensuring customers have access to help at any time (D)

## Question 7

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Question Type: MultipleChoice

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It is important that HP partners act as strategic advisors to customers. By asking, and then providing a solution, partners better understand customer needs and customers feel their needs are

being heard.

Which are characteristics of being an effective strategic advisor? (Select three.)

Options:

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- A- Identifying things your customer's employees say they're missing in their IT support today
- B- Actively listening and taking notes
- C- Assuming all customers need the same set of blueprints to get them where they need to go
- D- Focusing only on asking questions related to services solutions since hardware is separate
- E- Asking leading questions to understand your customers' pain points

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**Answer:**

A, B, E

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**Explanation:**

Being an effective strategic advisor requires understanding customer needs by listening attentively and asking the right questions. Successful advisors engage in active listening to capture the customer's true challenges and needs (B). By identifying gaps in current IT support (A), they tailor solutions to specific issues. Asking leading questions (E) helps uncover pain points, enabling partners to recommend targeted HP solutions. This personalized approach helps customers feel heard and valued, avoiding a one-size-fits-all strategy

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## Question 8

**Question Type:** MultipleChoice

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A customer's HP Care Pack Service will expire in four months.

What should you recommend that this customer purchases?

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**Options:**

- A- HP Collaborate Services to help the customer's employees avoid unexpected technical problems after coverage from the HP Care Pack expires
- B- 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
- C- 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
- D- OHP Post Warranty Support Services as soon as possible to ensure continued protection of the customer's existing personal devices

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**Answer:**

B

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**Explanation:**

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

## Question 9

Question Type: MultipleChoice

Which statements are true about HP Premium+ Support end user alerts? (Select three.)

### Options:

- A- End users cannot snooze the alerts.
- B- If the customer IT administrator would like to view alerts, they can request an optional dashboard and turn off the end user alerts.
- C- HP Premium+ Support predictive alerts on each device are pre-configured to automatically go directly to end users - on their notifications tray.
- D- Only non-hybrid employees can receive end user alerts directly on their device.
- E- 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.

### Answer:

B, C, E

### Explanation:

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

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