# Question 1

How are HP Print Support Services offered?

## Options:

**A-** HP Print Support Services are available at no additional cost upon approval of HP Financing.

**B-** Customers can purchase HP Print Support Services as an HP Care Pack or on a standard contract.

**C-** HP Print Support Services are included in print deals that also include extended warranties.

**D-** Customers with Premium Service contracts made directly with HP can add HP Print Support Services to their existing contract.

## Answer:

B

# Question 2

A new customer is considering a refresh of the company's printers and supplies. What question should you ask of the person in charge of printers and supplies?

## Options:

**A-** What kind of security policy does the company have in place and are you meeting your targets?

**B-** How many employees are currently working from public places?

**C-** How much energy do your current printers consume and what are your energy goals?

**D-** How important is access to mobile printing capabilities?

## Answer:

A

# Question 3

You are meeting with the office manager at an SMB that Is a potential new customer. The office manager tells you that the company currently uses laser printers, but they are looking for an easy-to-use printer for employees who do very little graphic-intensive printing. How should you position an HP solution for this customer?

## Options:

**A-** HP LaserJet Enterprise is simple to use and Integrates easily with existing printers that your employees already use.

**B-** HP LaserJet Pro consumes low amounts of energy to help the company save on utility bills.

**C-** HP ScanJet Pro offers capabilities similar to or better than laser printers but at a lower cost.

**D-** HP PageWide Pro is an intuitive printer that can be used without help or additional training.

## Answer:

A

# Question 4

**Question Type:** **MultipleChoice**

The IT director at a growing international law firm tells you that the firm doesn't currently have a print security policy, even though they recently recovered from a cyberattack. The director says that the IT department focuses on infrastructure availability, not security. What should you recommend for this customer?

**A-** HP Device as-a-Service

**B-** HP Print Security Services

**C-** HP Managed devices with HP FutureSmart firmware

**D-** HP Fleet Aware support

**Answer:**

C

# Question 5

**Question Type:** **MultipleChoice**

An SMB customer with multiple offices wants to find an easy way to create a security policy for their entire HP printing and imaging fleet. What should you recommend for this customer?

**Options:**

**A-** Smart Document Scan Software (SDSS)

**B-** Access Control Printing Solutions

**C-** HPWebJetadmin

**D-** HP JetAdvantage Security Manager

## Answer:

B

# Question 6

Your customer is interested in HP Care Pack services for their printers that are out of warranty. What should you tell your customer?

## Options:

**A-** Customers with existing Managed Print Service (MPS) contracts can add Care Packs in a co-management approach.

**B-** Care Pack services must be purchased during the life of the warranty on the product.

**C-** Care Pack services can only be purchased for printers that pass inspection by HP security advisors.

**D-** Post-Warranty Care Pack services are available in one- and two-year increments.

**Answer:**

A

# Question 7

**Question Type: MultipleChoice**

A sales executive tor a small enterprise needs quick access to printed documents but can't always wait in the office for the print job to be ready. Which HP solutions are designed for this customer? (Select two.)

**Options:**

**A-** HPWebJetadmin

**B-** Access Control Printing Solutions

**C-** HP Roam for Business

**D-** HP JetAdvantage Secure Print

**Answer:**

B, D

# Question 8

An SMB customer has been printing in mono but is considering switching to color printing. With which trend does this change in thinking correspond?

## Options:

**A-** consolidation of IT tools

**B-** a demand for multi-functional printers (MFPs)

**C-** shift to As-a-Service

**D-** digitizing paper-based processes

## Answer:

C