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QUESTION 1

What are HP Care Pack services?

A. Bundled Genuine HP supplies and maintenance kits provided to customers at specific service intervals

B. Support packages that extend and enhance hardware and software service beyond the scope of the included warranty

C. HP standard limited warranties for devices, supplies, and customer replaceable parts, including full replacement services where required

D. Teams of HP Customer Engineers who travel to customer locations for installation, maintenance, and troubleshooting

Correct Answer: C

QUESTION 2

Do HP partners participating in the program get a discount on the HP original supplies used in Channel Managed Print Services contracts?

A. Yes resellers get S10 or 7 Euro per month, per toner cartridge extra.

B. Yes resellers get 8% on the total contract value paid by HP once a year.

C. No, rebates are linked to hardware only.

D. Yes discounts on HP original supplies are provided through the distributor participating in the SCRP program.

Correct Answer: B

QUESTION 3

Which HP solution can identify applicable settings on a device and then automatically configure the settings to conform to a policy on a regular basis?

A. HP PCL 5 Print Driver

B. HP Embedded Web Server

C. HP ePrint Enterprise

D. HPWebJetadmin

Correct Answer: D

QUESTION 4

What are the partner benefits of being in the cMPS program? (Select two.)

A. Better understanding the assessment phase, installation, configuration, and page counter collection of HP machines

B. End-to-end customer engagement

C. Ability to download printer drivers

D. Ability to speak with HP support engineers about printer problems

E. HP Pricing support for hardware, services, and supplies

Correct Answer: BC

QUESTION 5

Which statement is true about a "cost per page" click pricing model?

A. The fixed costs in the contract are included in the base, and the variable costs are included in the click.

B. The customer pays a fixed amount per month regardless of the pages printed.

C. Tracking of pages printed is not important.

D. HP recommends not agreeing to a minimum number of pages per month

Correct Answer: D

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