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QUESTION 1

Who manages the financing of a Channel Managed Print Services Contract?

- A. HP Partner Account Manger
- B. HP Financial Services
- C. HP cMPS Partner
- D. HP Services

Correct Answer: D

QUESTION 2

Which three elements make up the concept of the cMPS pricing tool?

- A. HP core data, general partner data, and specific contract parameters
- B. Specific contract parameters. HP discounts, and HP hardware and accessories
- C. cMPS excel sheet, cMPS price book import sheet, and financial service provider rates
- D. HP core data, customer contract length, and the input of print devices

Correct Answer: B

QUESTION 3

The HP channel strategy to win in the contractual printing market is based on which programs?

- A. Inside Partner Managed Print Services, Partner Managed Print Services, and Channel MFP Page Capture
- B. Channel Managed Print Services and Partner Managed Print Services
- C. Channel Managed Print Services. MFP Plus, and Pay for Print
- D. Smart MFP Pay per Use inside Partner Managed Print Services, and Smart Printer Use

Correct Answer: A

QUESTION 4

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 5

When should HP Care Pack Services be used within a cMPS contract?

A. Always, when supporting HP commercial MFP

B. Decided by the partner and it is an option as part of the cMPS program

C. Mandatory for all HP devices supported under the cMPS program

D. Only when service level responses of less than 4 hours are required

Correct Answer: A

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