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Exam Code: HP2-I73

Exam Name: Selling HP Retail and Hospitality Solutions 2024



Exam A

QUESTION 1

Which types of displays does HP offer? (Select all that apply.)

- A. Non-touch displays
- B. 2x20 displays
- C. Touch displays
- D. 6.6' display

Correct Answer: A, B, C

Section:

Explanation:

HP offers a variety of display types to meet different business needs:

1. Non-touch displays: Standard displays without touch capabilities.
2. 2x20 displays: Compact displays typically used for customer-facing information, such as transaction details at the point of sale.
3. Touch displays: Interactive displays that allow for touch input, enhancing user engagement and functionality.
4. 6.6' display: Smaller form factor displays often used in specific applications like point-of-sale systems or kiosks.

These diverse options ensure that businesses can choose the display type that best fits their operational requirements and customer interaction models

QUESTION 2

What is HP Partner Portal?

- A. Your single, global gateway to partner tools and information needed to grow your business with HP
- B. Your single, global gateway to partner marketing and sales tools assets
- C. Your single, global gateway to request a special pricing and configure products
- D. Your single, global gateway to marketing assets and demo equipment

Correct Answer: A

Section:

Explanation:

The HP Partner Portal serves as a comprehensive, global gateway that provides partners with the tools and information necessary to grow their business with HP. This includes access to marketing materials, sales tools, training resources, and other vital information to support partners in their business activities with HP

QUESTION 3

Where would you find technical specifications, datasheets, or customer presentation for HP Engage One Pro?

- A. HP Asset Hub
- B. HP Partner Products
- C. HP Product Catalog
- D. HP Sales Hub

Correct Answer: A

Section:

Explanation:



The HP Engage One Pro's technical specifications, datasheets, and customer presentations can be found on the HP Asset Hub. This is a centralized location where HP provides detailed product information and marketing resources for its products. The HP Asset Hub typically contains a wealth of information including product specifications, high-quality images, datasheets, and customer presentations that are essential for sales enablement and customer decision-making¹.

For the HP Engage One Pro, you can find the full product specifications and compatibility information, which would include details such as the operating system options, chipset, memory slots, internal drive bays, and graphics specifications. Additionally, support documents like manuals and troubleshooting guides are also available through the HP Asset Hub¹.

QUESTION 4

For which use cases could you recommend HP Engage Express to your customer? (Select three.)

- A. Self-checkout in retail
- B. Contactless patient admission
- C. Video surveillance
- D. Self-service ticketing in airports

Correct Answer: A, B, D

Section:

Explanation:

The HP Engage Express Kiosk is designed for various self-service applications across different industries. It is particularly suited for:

1. Self-checkout in retail: The kiosk enables customers to scan and pay for their items independently, reducing wait times and improving the shopping experience.
2. Contactless patient admission: In healthcare settings, the kiosk can streamline the check-in process for patients, reducing the need for direct interaction and enhancing safety and efficiency.
3. Self-service ticketing in airports: The kiosk can be used for printing boarding passes, checking flight information, and other self-service needs in airports, thereby improving passenger flow and convenience.

These use cases leverage the kiosk's robust design and versatile functionality to meet the demands of high-traffic environments

<https://support.hp.com/gb-en/document/c06994660>

QUESTION 5

Which of these offerings are part of the HP Engage portfolio?

- A. All-in-One, Modular, Convertible, Peripherals
- B. All-in-One, Self-Service, Convertible
- C. All-in-One, Self-Service, Modular, Convertible
- D. All-in-One, Self-Service, Modular, Convertible, Peripherals

Correct Answer: D

Section:

Explanation:

The HP Engage portfolio includes a range of products designed to meet the diverse needs of retail and hospitality businesses. This portfolio encompasses:

- * All-in-One: Integrated systems that combine multiple functions into a single device, providing a compact and efficient solution.
- * Self-Service: Solutions designed for customer self-service applications, such as kiosks and interactive displays.
- * Modular: Systems that offer flexibility and customization by allowing businesses to choose and configure different components based on their specific needs.
- * Convertible: Devices that can be adapted to various use cases, offering flexibility in deployment and usage.
- * Peripherals: A wide range of accessories and add-ons, including barcode scanners, magnetic stripe readers, and customer displays, to enhance the functionality of the primary systems.

This comprehensive offering ensures that businesses can find the right combination of products to optimize their operations and customer interactions

<https://support.hp.com/gb-en/document/c06994660>

QUESTION 6

What can you find on HP Asset Hub? (Select three.)

- A. Images



- B. Customer presentations
- C. Emailers (EDMs)
- D. Videos

Correct Answer: A, B, D

Section:

Explanation:

The HP Asset Hub is a centralized platform designed to provide a wide range of digital marketing assets. Users can find the following types of content:

1. Images: The Asset Hub includes brand photography, product images, and iconography, ensuring that marketing materials are visually appealing and consistent with HP's branding guidelines.
2. Customer presentations: The platform provides access to customer presentations, which can be used for sales pitches, product demonstrations, and other customer-facing activities.
3. Videos: Users can access overview videos, multimedia demos, and other video content that can be used for marketing campaigns and customer engagement.

These assets are designed to help HP marketers, agencies, and channel partners effectively promote and sell HP products

QUESTION 7

A customer is looking for a platform that is glove touch capable, IP rated, can be VESA mounted, and works on Android. Which device would you recommend?

- A. HP Engage Go 13.5'
- B. HP Engage One
- C. HP Engage Flex Mini
- D. HP Engage One Pro

Correct Answer: D

Section:

Explanation:

For a customer looking for a platform that is glove touch capable, IP rated, can be VESA mounted, and works on Android, the HP Engage One Pro is the ideal recommendation. This device offers:

- * Glove touch capability: Ensures that the touchscreen can be used while wearing gloves, which is essential in many healthcare and industrial environments.
- * IP rating: Provides a level of protection against dust and water, making it suitable for rigorous environments.
- * VESA mount compatibility: Allows for flexible mounting options on walls, arms, or stands, facilitating various installation configurations.
- * Android OS: Supports Android 11, providing a familiar and versatile operating system for various applications

QUESTION 8

Which options are offered by HP Engage Express across the world? (Select three.)

- A. Integrated printer
- B. Screen sizes
- C. Countertop or pedestal
- D. 6.6-inch display with Ingenico Moby 5500M

Correct Answer: A, B, C

Section:

Explanation:

The HP Engage Express offers several options to cater to different customer needs across the world:

1. Integrated printer: An integrated printer option helps streamline the point-of-sale process by providing printing capabilities directly within the kiosk.
2. Screen sizes: The kiosk is available in various screen sizes, allowing businesses to choose the size that best fits their operational needs and customer interaction requirements.
3. Countertop or pedestal: The flexibility of having countertop or pedestal installation options allows businesses to deploy the kiosks in various environments and spaces, enhancing their versatility

QUESTION 9

A customer is looking for a POS system that has the ability to recover the image automatically over the network in case of a cyber-attack or image corruption. Which HP security solution would you recommend?

- A. HP Image Assistant
- B. HP Sure Recover
- C. HP Anyware
- D. HP Sure Start

Correct Answer: B

Section:

Explanation:

HP Sure Recover is the recommended security solution for a customer looking for a POS system that can automatically recover the system image over the network in case of a cyber-attack or image corruption. HP Sure Recover allows for automated recovery of the operating system using a network connection, ensuring that the system can be quickly and securely restored to its original state without the need for IT intervention. This capability is particularly useful for maintaining business continuity and minimizing downtime in the event of a security breach or system failure

QUESTION 10

Which HP security feature helps develop and maintain a robust software image that remains up to date?

- A. HP Sure Recover
- B. HP Image Assistant
- C. HP Client Security
- D. HP Manageability Integration Kit

Correct Answer: B

Section:

Explanation:

HP Image Assistant is designed to help develop and maintain a robust software image that remains up to date. It provides tools for IT administrators to analyze, identify issues, and recommend solutions to ensure the operating system and software are current and secure. This tool is essential for keeping the software environment stable and up to date, making it the ideal choice for this purpose

QUESTION 11

A customer is looking for a lightweight and compact mobile clientelling solution. Why would the HP Engage Go 10' be the best fit for this customer? (Select three.)

- A. Enough power for a retail day with 9-hour battery life
- B. Peace of mind with the optional rugged case in case the device is dropped
- C. Carried with comfort with only 767 grams
- D. Ideal convertible option from fixed to mobile device

Correct Answer: A, B, C

Section:

Explanation:

The HP Engage Go 10' is an excellent fit for a lightweight and compact mobile clientelling solution due to several key features:

1. 9-hour battery life: Provides sufficient power for a full retail day, ensuring continuous operation without frequent recharging.
2. Optional rugged case: Offers protection against drops, providing peace of mind in busy retail environments where accidents are more likely.
3. Lightweight design: Weighing only 767 grams, it is easy to carry and handle, making it convenient for mobile use

QUESTION 12

What gives you all the links to assets for a given HP Engage product?

- A. HP Partner Portal

- B. HP Asset Hub
- C. Sales guides
- D. Product playbook

Correct Answer: B

Section:

Explanation:

The HP Asset Hub is the primary resource for accessing all the links to assets for a given HP Engage product. It provides a comprehensive repository of marketing materials, product images, videos, and other essential digital assets required for promoting and supporting HP products. This centralized platform ensures that partners and marketers have easy access to the most up-to-date and relevant resources

QUESTION 13

Where would you find information about the HP Retail & Hospitality Solutions specialization?

- A. HP Asset Hub
- B. HP Sales Hub
- C. HP Partner Portal
- D. HP Product Catalog

Correct Answer: C

Section:

Explanation:

The HP Partner Portal is designed specifically for partners to access detailed information about various HP specializations, including the Retail & Hospitality Solutions specialization. This portal provides comprehensive resources, training, and certification information, which is essential for partners looking to specialize in specific HP solutions. The other options like HP Asset Hub, HP Sales Hub, and HP Product Catalog are valuable resources but do not specifically focus on specialization information in the way the HP Partner Portal does. This information can be verified through the official HP Partner Portal documentation and partner support services.

QUESTION 14

In which of these use cases would you chose a HP Engage device? (Select two.)

- A. Operating system choice
- B. Conferencing options
- C. Single user
- D. Hardened design

Correct Answer: A, D

Section:

Explanation:

HP Engage devices are designed with specific use cases in mind. They offer flexibility in the choice of operating systems, allowing businesses to choose the OS that best fits their needs, such as Windows or Android. This makes them versatile for various applications and user preferences. Additionally, HP Engage devices are built with a hardened design to withstand the rigorous environments often encountered in retail and hospitality settings. This includes robust construction to endure frequent use, exposure to different environmental conditions, and potential physical impacts. These features make them ideal for use in demanding environments where durability and customization are crucial. Reference for these capabilities can be found in the HP Engage product datasheets and technical specifications documents provided by HP.