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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q119-Q124):

### NEW QUESTION # 119

In a Huawei AICC solution, the CTI (Computer Telephony Integration) server is responsible for the text-to- speech (TTS) conversion played in the IVR.

- A. False
- B. True

**Answer: A**

**NEW QUESTION # 120**

In a SIP-based AICC system, what is the purpose of the "SIP REGISTER" message?

- A. To transfer a call to another extension.
- B. To initiate a new call.
- C. To indicate that a call has been answered.
- **D. To allow a SIP endpoint (like an IP phone) to inform the SIP server of its current network location.**

**Answer: D**

**NEW QUESTION # 121**

What is the ultimate goal of a well-designed AICC solution from a business perspective?

- **A. To enhance customer experience, improve operational efficiency, and drive business growth.**
- B. To have the most advanced technology.
- C. To eliminate the need for a CRM system.
- D. To reduce the number of agents employed.

**Answer: A**

**NEW QUESTION # 122**

Which AICC component is most directly involved in determining that a call from a "Platinum" customer should be routed to a dedicated queue for senior agents?

- A. The UAP, which displays the customer level to the agent.
- B. The IVR, which collects the customer's level.
- **C. The ICD, which is configured with routing rules based on customer attributes.**
- D. The CTI, which attaches the customer level to the call based on caller ID.

**Answer: C**

**NEW QUESTION # 123**

Which AICC component is responsible for generating Call Detail Records (CDRs) that are used for billing and reporting?

- A. Media Server
- B. UAP Client
- **C. CTI Server**
- D. IVR System

**Answer: C**

**NEW QUESTION # 124**

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