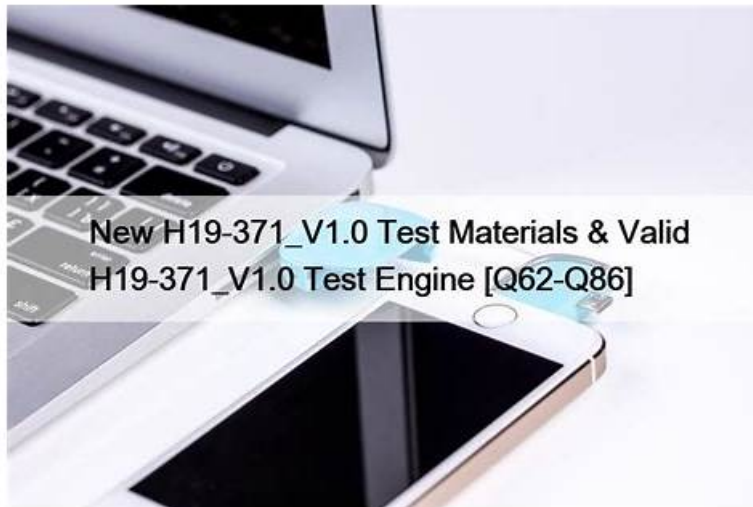


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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q52-Q57):

NEW QUESTION # 52

In the context of AICC and SIP integration, what is the primary purpose of a Session Border Controller (SBC) in a security-focused design?

- A. To provide load balancing exclusively for IVR media servers.
- B. To act as a firewall for SIP/VoIP traffic, preventing topology hiding and mitigating SIP-based attacks.
- C. To replace the need for a CTI server by handling call control directly.
- D. To increase the audio codec bandwidth for better voice quality.

Answer: B

NEW QUESTION # 53

In the context of AICC solution design, what does "horizontal scaling" refer to?

- A. Adding more servers of the same type to a pool to handle increased load.
- B. Adding new features to the software.
- C. Expanding the solution to support new geographic regions.
- D. Increasing the resources (CPU, RAM) of a single server.

Answer: A

NEW QUESTION # 54

For a high-volume contact center, which reporting metric, when analyzed over time, is the most critical indicator of whether the AICC solution is correctly sized for the agent workforce?

- A. First Call Resolution (FCR)
- B. Agent Occupancy Rate
- C. Number of interactions per day
- D. Average Speed of Answer (ASA)

Answer: B

NEW QUESTION # 55

In AICC, what does the term "adherence" refer to in workforce management (WFM) context?

- A. The success rate of outbound calls.
- B. The accuracy of the IVR speech recognition.
- C. How closely agents follow their scheduled tasks (e.g., login times, breaks).
- D. The rate at which customers agree to surveys.

Answer: C

NEW QUESTION # 56

When implementing a new AICC solution, what is the purpose of a "User Acceptance Testing (UAT)" phase?

- A. To train the administrators on system maintenance.
- B. To test the network connectivity between components.
- C. To stress-test the servers for maximum capacity.
- D. To have end-users (agents, supervisors) verify that the system meets their business requirements and is ready for go-live.

Answer: D

NEW QUESTION # 57

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