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

NEW QUESTION # 119

When proposing an AICC solution to replace a legacy system, which non-functional requirement is often the most difficult and costly to meet for a large, established contact center?

- A. The support for a specific language.
- B. The integration with a multitude of existing backend systems (CRM, ERP, etc.).
- C. The ability to make outbound calls.
- D. The color scheme of the agent desktop.

Answer: B

NEW QUESTION # 120

Which AICC architectural style decouples the client (UAP) from the server, allowing them to evolve independently and improving scalability?

- A. Client-Server Architecture
- **B. Microservices Architecture**
- C. Monolithic Architecture
- D. Peer-to-Peer Architecture

Answer: B

NEW QUESTION # 121

Which AICC component would be responsible for executing a complex business rule such as: "If a customer is a 'Gold' member and their call wait time exceeds 30 seconds, automatically create a callback request and place them back in the queue with a high priority"?

- A. The CMS reporting module for historical analysis.
- B. The IVR system for collecting the member level.
- C. The CTI server for monitoring wait time.
- **D. The Workflow Engine, which can interact with the ICD and CRM.**

Answer: D

NEW QUESTION # 122

When implementing a virtualized AICC environment, which resource is often over-provisioned initially, leading to inefficiency?

- A. Storage Capacity
- B. Network Interface Cards (NICs)
- C. CPU Cores
- **D. Memory (RAM)**

Answer: D

NEW QUESTION # 123

What is the primary purpose of a "pilot number" in a contact center?

- A. It is a number used exclusively by agents to make outbound calls.
- B. It is a test number used during the implementation phase.
- **C. It is the main published number that customers dial to reach the contact center.**
- D. It is a number for emergency services.

Answer: C

NEW QUESTION # 124

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