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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q16-Q21):

NEW QUESTION # 16

During the sizing of an AICC solution, the Erlang B formula is primarily used to determine the required number of what specific resource, considering a target service level and acceptable blockage rate?

- A. Number of trunk lines (circuits)
- B. Number of IVR ports
- C. Number of concurrent agents
- D. Amount of storage for call recordings

Answer: A

NEW QUESTION # 17

When configuring the AICC system for a blended contact center (agents handling both inbound and outbound calls), what feature prevents an agent from receiving an inbound call while they are already on an outbound call?

- A. Agent State Management (e.g., setting the agent to "busy" on outbound calls).
- B. The IVR menu.
- C. The call recording system.
- D. The network firewall.

Answer: A

NEW QUESTION # 18

Which component in the AICC architecture is responsible for converting text-based chatbot responses into spoken audio for a seamless transition from chat to voice?

- A. ICD Router
- **B. Text-to-Speech (TTS) engine**
- C. Media Server
- D. Automatic Speech Recognition (ASR) engine

Answer: B

NEW QUESTION # 19

Which AICC component is responsible for detecting fax tones and redirecting the call to a fax server?

- A. ICD Router
- **B. Media Server / Fax Detection Module**
- C. UAP
- D. CTI Server

Answer: B

NEW QUESTION # 20

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

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

Answer: D

NEW QUESTION # 21

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