

H21-287_V1.0 Sample Test Online & 2026 Huawei Realistic HCSP-Presales-Service(AICC) V1.0 Sample Test Online



Online Test

Please respond to each question below.

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Description (Optional)

MM-DD-YYYY

Date

Name *

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Type a placeholder

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First Name

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1. Which of the following is the largest ocean? *

Description (Optional)

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Indian Ocean



Arctic Ocean



Pacific Ocean



Add option

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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q57-Q62):

NEW QUESTION # 57

Which AICC reporting metric is calculated as (Number of Calls Answered Within Threshold) / (Total Calls Offered) * 100?

- A. Service Level (%)
- B. Average Speed of Answer
- C. Abandonment Rate
- D. Agent Utilization

Answer: A

NEW QUESTION # 58

What is the main technical challenge in implementing "screen sharing" within a video chat interaction in AICC?

- A. The inability of most web browsers to support screen sharing.
- B. The integration with the CRM system.
- C. The additional bandwidth and processing power required to capture and transmit the screen content.
- D. The security risk of exposing sensitive information on the agent's screen.

Answer: C

NEW QUESTION # 59

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

Answer: B

NEW QUESTION # 60

When proposing a disaster recovery (DR) solution with a Recovery Point Objective (RPO) of 5 minutes and a Recovery Time Objective (RTO) of 15 minutes for the AICC core components, which DR model is required?

- A. Cold Standby: Infrastructure is provisioned but requires manual data restoration.
- B. Backup and Restore: Relies on nightly backups with a recovery process of several hours.
- C. Warm Standby: Systems are running but require a database sync and configuration import.
- D. Hot Standby: A fully redundant, active-active cluster across two data centers with continuous data replication.

Answer: D

NEW QUESTION # 61

Which AICC feature allows a supervisor to "whisper" to an agent during a live call (provide coaching that the customer cannot hear)?

- A. Call Coaching (Whisper)
- B. Call Barging
- C. Silent Monitoring
- D. Call Recording

Answer: A

NEW QUESTION # 62

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