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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q36-Q41):

NEW QUESTION # 36

What is the key benefit of a "containerized" deployment of AICC components (e.g., using Docker and Kubernetes)?

- A. Containers always provide better performance than virtual machines.
- **B. Improved portability, scalability, and resource isolation compared to traditional virtual machines.**
- C. Containerization is only suitable for development and testing environments.
- D. Containers eliminate the need for operating system licenses.

Answer: B

NEW QUESTION # 37

In AICC, what is the "customer journey"?

- A. The complete sequence of touchpoints a customer has with the contact center across all channels over time.
- B. The training process for new agents.
- C. The route taken by a call through the network.
- D. The path a customer takes through the IVR menu during a single call.

Answer: A

NEW QUESTION # 38

What is the key difference between "synchronous" and "asynchronous" communication channels in AICC?

- A. Synchronous channels are faster than asynchronous channels.
- B. There is no significant difference.
- C. Asynchronous channels are only for internal use.
- D. Synchronous (e.g., voice, video) requires parties to be present simultaneously; asynchronous (e.g., email, SMS) does not.

Answer: D

NEW QUESTION # 39

For a global AICC deployment, which technique is used to minimize latency for agents and customers in different continents?

- A. Using a single codec for all calls.
- B. Deploying a single, centralized AICC cluster in one data center.
- C. Increasing the bandwidth of the WAN links.
- D. Using a global load balancer to direct users to the nearest regional AICC instance.

Answer: D

NEW QUESTION # 40

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

Answer: B

NEW QUESTION # 41

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