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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q17-Q22):

NEW QUESTION # 17

In a capacity planning exercise, if the offered traffic is 20 Erlangs and the target Grade of Service (GoS) is P. 01, what does the Erlang B table tell you?

- A. The average speed of answer will be 20 seconds.
- B. The average call duration is 1 minute.
- C. You need a number of trunks such that only 1% of calls will be blocked.

- D. You need 20 agents to handle the load.

Answer: C

NEW QUESTION # 18

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

Answer: B

NEW QUESTION # 19

What is the main technical advantage of using "OPUS" as an audio codec for VoIP in AICC?

- A. It is the oldest codec and has the widest compatibility.
- B. It uses the most bandwidth, guaranteeing the best quality.
- C. It is only used for video calls.
- **D. It is a versatile codec that provides high quality at low bitrates and is well-suited for variable network conditions.**

Answer: D

NEW QUESTION # 20

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

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

Answer: D

NEW QUESTION # 21

In a high-security environment, why might "Silent Monitoring" of agent calls be technically implemented using a passive network tap instead of an active signal from the CTI server?

- A. Passive taps are less expensive.
- B. It is the only method supported by the AICC software.
- **C. It is undetectable by the agent and does not generate any signaling that could impact the call.**
- D. It provides higher quality recordings.

Answer: C

NEW QUESTION # 22

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