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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q101-Q106):

NEW QUESTION # 101

What is the primary technical consideration when planning to support "WebRTC" endpoints (like web browsers) as clients for the AICC system?

- A. It requires a special version of the UAP.
- B. WebRTC cannot be integrated with AICC.
- C. The AICC infrastructure must include a WebRTC gateway or SBC that can translate between WebRTC and SIP.
- D. All agents must use WebRTC-based phones.

Answer: C

NEW QUESTION # 102

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

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

Answer: A

NEW QUESTION # 103

In an omni-channel routing strategy, a customer's interaction history from a previous web chat session can be used by the ICD to prioritize their current voice call.

- **A. True**
- B. False

Answer: A

NEW QUESTION # 104

What is the fundamental technical difference between "Skill-Based Routing" and "Behavioral Routing" in an advanced AICC ICD implementation?

- A. Skill-Based Routing is for voice calls only, while Behavioral Routing is for digital channels.
- **B. Skill-Based Routing uses agent proficiency levels, while Behavioral Routing analyzes real-time customer sentiment to select an agent.**
- C. Skill-Based Routing is configured statically, while Behavioral Routing is always dynamic and requires no configuration.
- D. They are synonymous terms for the same functionality.

Answer: B

NEW QUESTION # 105

In the context of AICC and SIP integration, what is the primary purpose of a Session Border Controller (SBC) in a security-focused design?

- A. To replace the need for a CTI server by handling call control directly.
- **B. To act as a firewall for SIP/VoIP traffic, preventing topology hiding and mitigating SIP-based attacks.**
- C. To provide load balancing exclusively for IVR media servers.
- D. To increase the audio codec bandwidth for better voice quality.

Answer: B

NEW QUESTION # 106

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