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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q103-Q108):

NEW QUESTION # 103

Which factor has the greatest impact on the accuracy of a speech recognition (ASR) engine in the IVR?

- A. The time of day.
- B. The brand of the media server.
- **C. The quality and clarity of the audio signal and the use of a well-tuned language model.**
- D. The volume of the caller's voice.

Answer: C

NEW QUESTION # 104

A customer's business requires that all interactions (calls, chats, emails) for a single customer case are logically grouped together, regardless of the channel or time. Which AICC capability is designed specifically for this purpose?

- A. IVR Self-Service
- **B. Interaction Correlation**
- C. Call Recording
- D. Skill-Based Routing

Answer: B

NEW QUESTION # 105

Which licensing model typically provides the greatest financial flexibility for a customer with highly seasonal call volumes?

- A. Named User License (per agent).
- **B. Subscription-based (SaaS) pricing.**
- C. Perpetual License with annual maintenance.
- D. Concurrent Session License (floating).

Answer: B

NEW QUESTION # 106

A customer wants to integrate AICC with their Salesforce CRM using an API. The requirement is to screen-pop not just the contact record but also the entire case history and related knowledge base articles. Which AICC component is primarily responsible for orchestrating this complex data retrieval and presentation on the UAP?

- A. The CTI server makes a direct SQL query to the CRM database.
- B. The UAP itself uses a pre-configured widget or iframe to display the CRM page.
- **C. A dedicated Integration Bus or Middleware component handles the API calls and data aggregation before sending it to the UAP.**
- D. The ICD engine fetches the data as part of the routing logic.

Answer: C

NEW QUESTION # 107

In a multi-site AICC deployment with active-active data centers, which database replication method provides the lowest Recovery Point Objective (RPO) by synchronously writing transactions to both locations?

- A. Scheduled backup restoration
- B. Snapshot replication
- C. Asynchronous log shipping
- **D. Synchronous mirroring**

Answer: D

NEW QUESTION # 108

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