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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q32-Q37):

NEW QUESTION # 32

In a multi-tenant AICC deployment for a service provider, a customer requires complete data isolation for regulatory reasons. Which architectural strategy ensures that customer data is segregated at every layer, including database schemas?

- A. Deploy a hybrid model where the application is shared but databases are on-premises for each tenant.
- B. Use a single database with robust row-level security filters per tenant.
- C. Utilize a shared database but enforce data isolation through unique tenant IDs in a single schema.
- **D. Implement separate virtual machines for each tenant, with dedicated application and database instances.**

Answer: D

NEW QUESTION # 33

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

Answer: C

NEW QUESTION # 34

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

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

Answer: A

NEW QUESTION # 35

In a contact center using AICC, which metric, when correlated with First Call Resolution (FCR), provides the strongest indicator of long-term customer satisfaction?

- A. Agent occupancy rate
- B. Number of calls per agent
- C. Average Handle Time (AHT)
- **D. Customer Satisfaction (CSAT) score**

Answer: D

NEW QUESTION # 36

In the context of AICC security, what is "role-based access control" (RBAC)?

- A. A feature for blocking unwanted calls.
- B. A protocol for authenticating SIP endpoints.
- C. A technique for encrypting voice calls.
- **D. A method for restricting system access to authorized users based on their role within the organization.**

Answer: D

NEW QUESTION # 37

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