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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q88-Q93):

NEW QUESTION # 88

Which AICC reporting metric is calculated as (Number of Calls Answered Within Threshold) / (Total Calls Offered) * 100?

- A. Agent Utilization
- B. Average Speed of Answer
- C. Abandonment Rate
- **D. Service Level (%)**

Answer: D

NEW QUESTION # 89

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

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

Answer: C

NEW QUESTION # 90

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

Answer: B

NEW QUESTION # 91

What is the key technical advantage of using an "API-first" architecture in modern AICC solutions?

- **A. It simplifies integration with third-party systems and enables the creation of custom applications.**
- B. It eliminates the need for a SIP trunk.
- C. It reduces the cost of hardware.
- D. It makes the IVR prompts sound clearer.

Answer: A

NEW QUESTION # 92

What does the term "codec" refer to in the context of AICC voice communications?

- A. A type of database used for storing recordings.
- **B. An algorithm that compresses and decompresses digital audio data.**
- C. A device for connecting to the PSTN.
- D. A protocol for call control.

Answer: B

NEW QUESTION # 93

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