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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q75-Q80):

### NEW QUESTION # 75

Which AICC component is most directly involved in determining that a call from a "Platinum" customer should be routed to a dedicated queue for senior agents?

- A. The IVR, which collects the customer's level.
- B. The CTI, which attaches the customer level to the call based on caller ID.
- C. The ICD, which is configured with routing rules based on customer attributes.
- D. The UAP, which displays the customer level to the agent.

**Answer: C**

### NEW QUESTION # 76

Which factor is most critical when designing the user experience (UX) for the IVR self-service system?

- A. The number of options should be minimized, and the menu structure should be logical to avoid caller frustration.
- B. The background music should be popular songs.
- C. The voice of the recorded prompts should be very friendly.
- D. The IVR should never transfer the caller to an agent.

**Answer: A**

### NEW QUESTION # 77

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

**Answer: D**

### NEW QUESTION # 78

What is the critical security risk if the AICC UAP is deployed as a web application without enforcing HTTPS /TLS encryption?

- A. Agent login credentials and customer data transmitted could be intercepted.
- B. Voice quality may be reduced.
- C. The IVR prompts will not play correctly.
- D. Call recording functionality will be disabled.

**Answer: A**

### NEW QUESTION # 79

What is the main technical challenge when implementing "Video Chat" within the AICC UAP compared to traditional voice calls?

- A. Video requires significantly more network bandwidth and processing power on both the agent and customer devices.

- B. The ICD cannot route video interactions.
- C. Video cannot be integrated with the CRM.
- D. Video calls cannot be recorded.

**Answer: A**

## NEW QUESTION # 80

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