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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q38-Q43):

NEW QUESTION # 38

When proposing an AICC solution to replace a legacy system, which non-functional requirement is often the most difficult and costly to meet for a large, established contact center?

- A. The support for a specific language.
- B. The integration with a multitude of existing backend systems (CRM, ERP, etc.).

- C. The ability to make outbound calls.
- D. The color scheme of the agent desktop.

Answer: B

NEW QUESTION # 39

In AICC, what does the term "adherence" refer to in workforce management (WFM) context?

- A. How closely agents follow their scheduled tasks (e.g., login times, breaks).
- B. The success rate of outbound calls.
- C. The accuracy of the IVR speech recognition.
- D. The rate at which customers agree to surveys.

Answer: A

NEW QUESTION # 40

What is the ultimate goal of a well-designed AICC solution from a business perspective?

- A. To eliminate the need for a CRM system.
- B. To enhance customer experience, improve operational efficiency, and drive business growth.
- C. To have the most advanced technology.
- D. To reduce the number of agents employed.

Answer: B

NEW QUESTION # 41

Which AICC capability is essential for supporting customers with disabilities, such as hearing impairments?

- A. TTY/TDD (Teletypewriter/Telecommunications Device for the Deaf) support.
- B. High-quality audio codecs.
- C. Video call functionality.
- D. Silent monitoring.

Answer: A

NEW QUESTION # 42

Which AICC reporting feature would be used to analyze the root cause of a sudden spike in abandoned calls?

- A. Real-Time Wallboard.
- B. Call Detail Record (CDR) analysis with filters for queue, time, and disposition.
- C. System Health Dashboard.
- D. Historical Agent Performance Report.

Answer: B

NEW QUESTION # 43

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