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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q115-Q120):

### NEW QUESTION # 115

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

- A. Skill-Based Routing is for voice calls only, while Behavioral Routing is for digital channels.
- B. Skill-Based Routing is configured statically, while Behavioral Routing is always dynamic and requires no configuration.
- C. They are synonymous terms for the same functionality.

- D. Skill-Based Routing uses agent proficiency levels, while Behavioral Routing analyzes real-time customer sentiment to select an agent.

**Answer: D**

#### NEW QUESTION # 116

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

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

**Answer: D**

#### NEW QUESTION # 117

What is the primary purpose of a "pilot number" in a contact center?

- A. It is a number for emergency services.
- B. It is a number used exclusively by agents to make outbound calls.
- C. It is a test number used during the implementation phase.
- D. It is the main published number that customers dial to reach the contact center.

**Answer: D**

#### NEW QUESTION # 118

A "concurrent session" licensing model for AICC is directly tied to the number of named agent accounts, regardless of how many are logged in simultaneously.

- A. False
- B. True

**Answer: A**

#### NEW QUESTION # 119

Which factor is the most significant when determining the required storage capacity for a call recording system in AICC?

- A. The size of the CRM database.
- B. The number of agents.
- C. The number of recorded hours per day, the audio codec used, and the retention policy.
- D. The total number of calls per month.

**Answer: C**

#### NEW QUESTION # 120

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