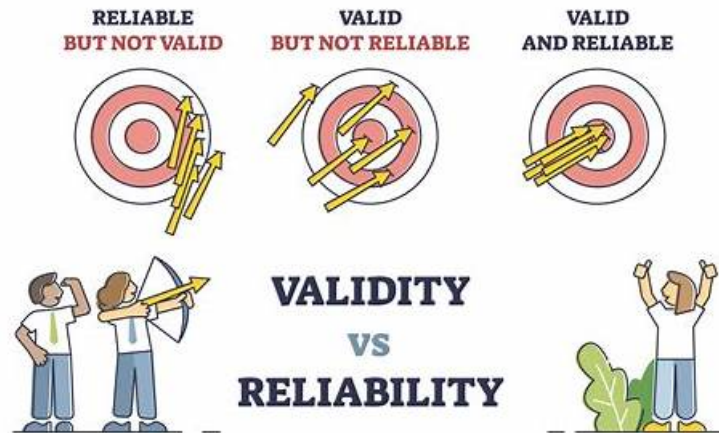


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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q64-Q69):

NEW QUESTION # 64

What is the primary risk of setting an overly aggressive "dialing ratio" in a predictive outbound campaign?

- A. Lower connection rates.
- B. Increased agent idle time.
- C. Decreased call quality.
- D. A high number of abandoned calls, leading to compliance issues and customer dissatisfaction.

Answer: D

NEW QUESTION # 65

In the context of project management for an AICC implementation, what does the term "phased rollout" refer to?

- A. Deploying the solution to groups of users or sites incrementally to mitigate risk.
- B. Installing all components at once.
- C. Rolling back the software to a previous version.
- D. Training agents after the system is live.

Answer: A

NEW QUESTION # 66

Which component in the AICC architecture is most directly responsible for translating a customer's web chat text into a structured intent that can be used for automated responses or routing?

- A. CTI Server
- B. ICD Router
- C. Natural Language Processing (NLP) Engine
- D. Media Server

Answer: C

NEW QUESTION # 67

What is the primary benefit of using a "hybrid" AICC deployment model (combining on-premises and cloud components)?

- A. It allows the customer to keep sensitive data on-premises while leveraging cloud scalability for variable workloads.
- B. It is the simplest to manage.
- C. It is always the cheapest option.
- D. It does not require an internet connection.

Answer: A

NEW QUESTION # 68

During the sizing of an AICC solution, the Erlang B formula is primarily used to determine the required number of what specific resource, considering a target service level and acceptable blockage rate?

- A. Amount of storage for call recordings
- B. Number of trunk lines (circuits)
- C. Number of concurrent agents
- D. Number of IVR ports

Answer: B

NEW QUESTION # 69

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