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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q68-Q73):

### NEW QUESTION # 68

In AICC reporting, what is the significant difference between "Service Level" and "Service Level Target"?

- A. Service Level is a historical calculation, while Service Level Target is a goal set in the configuration.
- B. They are identical terms.
- C. Service Level Target is managed by the IVR, and Service Level is managed by the ICD.
- D. Service Level applies to emails, and Service Level Target applies to calls.

Answer: A

### NEW QUESTION # 69

In a capacity planning exercise, if the offered traffic is 20 Erlangs and the target Grade of Service (GoS) is P.01, what does the Erlang B table tell you?

- A. You need 20 agents to handle the load.
- B. The average speed of answer will be 20 seconds.
- C. You need a number of trunks such that only 1% of calls will be blocked.
- D. The average call duration is 1 minute.

**Answer: C**

#### NEW QUESTION # 70

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

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

**Answer: D**

#### NEW QUESTION # 71

When migrating from a legacy TDM-based PBX/ACD to an all-IP AICC solution, what is the purpose of a VoIP Gateway in the initial phased cut-over plan?

- A. To act as the new CTI server.
- B. To replace the existing ACD immediately.
- C. To convert analog agent phones to IP phones.
- D. To provide a temporary bridge, allowing IP-based AICC agents to interact with the legacy TDM trunks and queues.

**Answer: D**

#### NEW QUESTION # 72

A customer's business requires that all interactions (calls, chats, emails) for a single customer case are logically grouped together, regardless of the channel or time. Which AICC capability is designed specifically for this purpose?

- A. Call Recording
- B. IVR Self-Service
- C. Interaction Correlation
- D. Skill-Based Routing

**Answer: C**

#### NEW QUESTION # 73

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