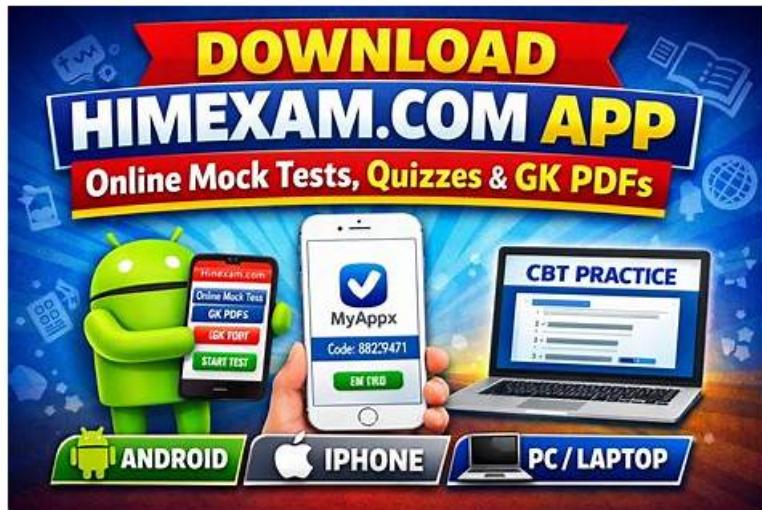


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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q93-Q98):

NEW QUESTION # 93

What is the key benefit of a "containerized" deployment of AICC components (e.g., using Docker and Kubernetes)?

- A. Improved portability, scalability, and resource isolation compared to traditional virtual machines.
- B. Containers always provide better performance than virtual machines.
- C. Containers eliminate the need for operating system licenses.
- D. Containerization is only suitable for development and testing environments.

Answer: A

NEW QUESTION # 94

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

Answer: B

NEW QUESTION # 95

Which AICC feature would be used to implement a "virtual queue" where a customer can opt for a callback instead of waiting on hold, and the system calls them back when their turn arrives?

- A. IVR self-service menu.
- B. Outbound predictive dialer.
- C. Voicemail system.
- D. **Callback Service integrated with the ICD queue management.**

Answer: D

NEW QUESTION # 96

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 always the cheapest option.
- C. It is the simplest to manage.
- D. It does not require an internet connection.

Answer: A

NEW QUESTION # 97

When troubleshooting a scenario where agents cannot log into the UAP, what is the first logical step?

- A. Check the IVR prompts.
- B. **Check the connectivity and status of the authentication/AAA server.**
- C. Restart the CTI server.
- D. Reinstall the UAP software on all agent computers.

Answer: B

NEW QUESTION # 98

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