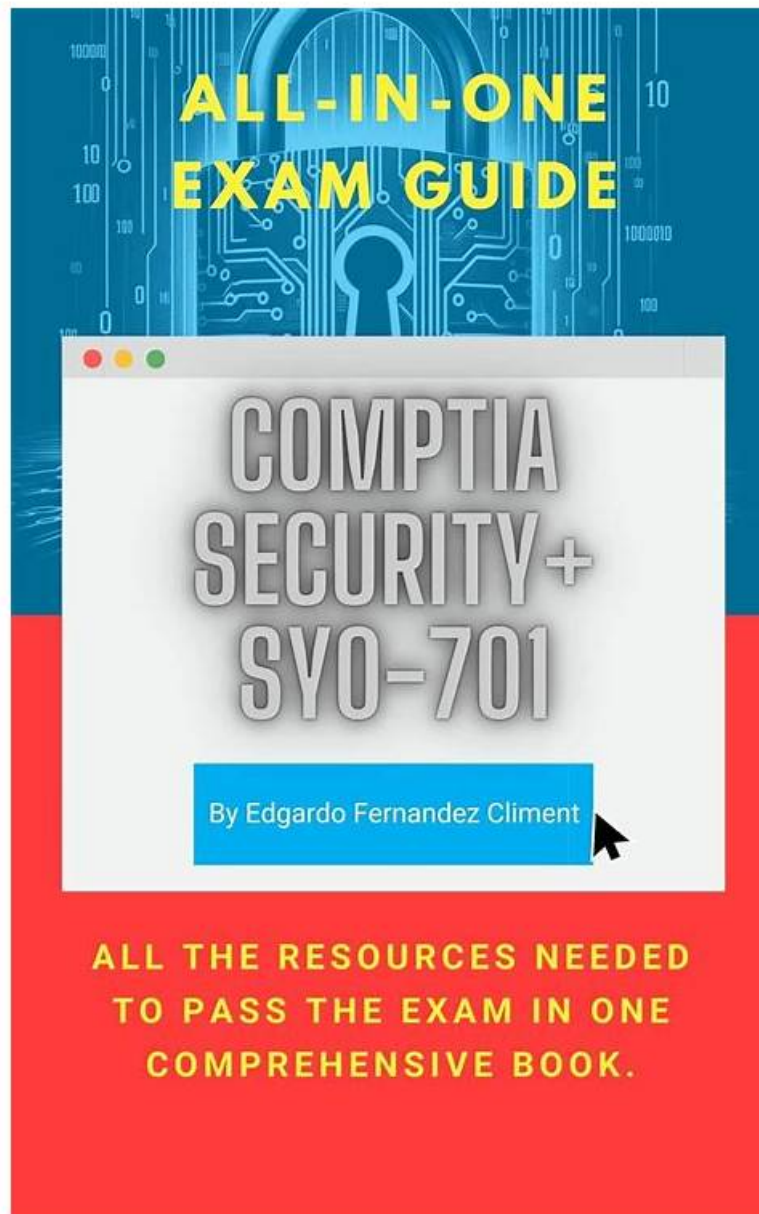


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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q55-Q60):

NEW QUESTION # 55

What is the primary purpose of a "network diagram" in an AICC proposal or design document?

- A. To list the phone numbers for the contact center.
- **B. To illustrate the physical and logical connections between all components, including firewalls, routers, and servers.**
- C. To describe the IVR menu flow.
- D. To show the organizational structure of the contact center.

Answer: B

NEW QUESTION # 56

In AICC reporting, what is the "longest wait time" metric?

- A. The average time agents spend in after-call work.
- B. The time it takes for the system to boot up.
- **C. The maximum time a caller spent in queue before being answered or abandoning.**
- D. The duration of the longest call handled by an agent.

Answer: C

NEW QUESTION # 57

When proposing a disaster recovery (DR) solution with a Recovery Point Objective (RPO) of 5 minutes and a Recovery Time Objective (RTO) of 15 minutes for the AICC core components, which DR model is required?

- A. Backup and Restore: Relies on nightly backups with a recovery process of several hours.
- B. Cold Standby: Infrastructure is provisioned but requires manual data restoration.
- **C. Hot Standby: A fully redundant, active-active cluster across two data centers with continuous data replication.**
- D. Warm Standby: Systems are running but require a database sync and configuration import.

Answer: C

NEW QUESTION # 58

Which AICC feature allows a supervisor to "whisper" to an agent during a live call (provide coaching that the customer cannot hear)?

- A. Call Recording
- B. Silent Monitoring
- C. Call Barging
- **D. Call Coaching (Whisper)**

Answer: D

NEW QUESTION # 59

The primary function of a Session Border Controller (SBC) in an AICC network is to increase the compression ratio of voice codecs to save bandwidth.

- A. False
- B. True

Answer: A

NEW QUESTION # 60

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