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 <b>Test Syllabus</b> <b>Test Name - Semi Major 1</b> <b>Date - 19 November 2023</b>	
<b>Batch</b>	<b>Nurture Advanced &amp; Phase 1</b>
<b>Physics Syllabus</b>	Basic Maths, Vectors, Motion in a straight line, Motion in a straight plane, Newton's law of motion, Work-Power-Energy, Circular Motion, System of particles and collision, Rotational Motion, Gravitation, Mechanical Properties of Solids, Mechanical Properties of Fluids, Thermal Properties of Matter, Kinetic Theory of Gases, Thermodynamics, Physical Worlds, Units & Dimensions, Oscillations - SHM
<b>Chemistry Syllabus</b>	Mole Concept, Atomic Structure, Classification of Elements and Periodicity in Properties - Periodic Table, Chemical bonding, p-Block Elements, Isomerism, Classification and Nomenclature, General Organic Chemistry, Hydrocarbons, Chemical Equilibrium, Ionic Equilibrium, Redox Reactions, Thermodynamics, Purification, Quantitative and Qualitative Analysis
<b>Botany Syllabus</b>	The Living World, Biological Classification, Plant Kingdom, Morphology of Flowering Plants, Anatomy of Flowering Plants
<b>Zoology Syllabus</b>	Animal Kingdom, Structural Organisation in Animal(Frog), Cell:The Unit of Life, Cell Cycle and Cell Division, Biomolecules, Body Fluids and Circulation, Breathing and Exchange of gases

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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q129-Q134):

### NEW QUESTION # 129

The "Average Handle Time (AHT)" metric is composed of which three elements?

- A. Answer Time + Consultation Time + Disposition Time
- B. Ring Time + Talk Time + Transfer Time
- C. Talk Time + Hold Time + After-Call Work Time
- D. Queue Time + Talk Time + Wrap-up Time

**Answer: C**

### NEW QUESTION # 130

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

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

**Answer: A**

### NEW QUESTION # 131

Which QoS (Quality of Service) marking on IP packets is typically used for voice media (RTP streams) to ensure priority treatment over the network?

- A. DSCP CS7 (Class Selector 7)
- B. DSCP AF21 (Assured Forwarding)
- C. DSCP EF (Expedited Forwarding)
- D. DSCP CS0 (Class Selector 0)

**Answer: C**

### NEW QUESTION # 132

What is the purpose of a "dial plan" in a VoIP system within AICC?

- A. To design the IVR menu structure.
- B. To define the rules for how phone numbers are dialed and routed.
- C. To plan the installation of phone lines.
- D. To schedule outbound call campaigns.

**Answer: B**

### NEW QUESTION # 133

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

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



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