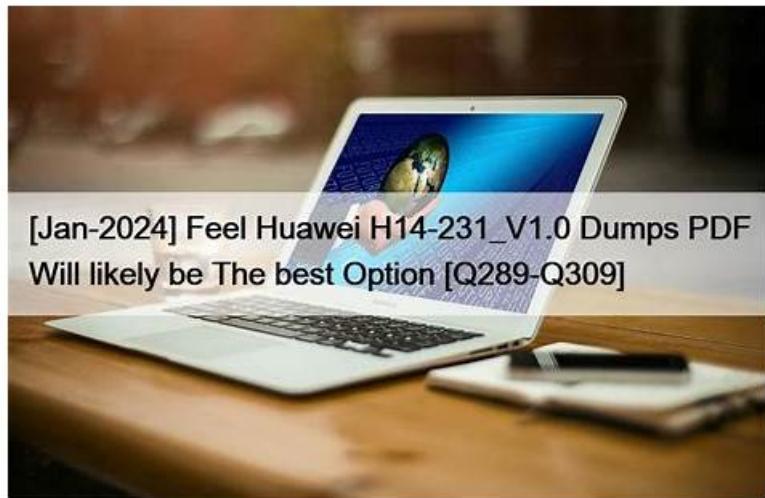


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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q120-Q125):

### NEW QUESTION # 120

In a high-security environment, why might "Silent Monitoring" of agent calls be technically implemented using a passive network tap instead of an active signal from the CTI server?

- A. It is the only method supported by the AICC software.
- B. It is undetectable by the agent and does not generate any signaling that could impact the call.
- C. It provides higher quality recordings.
- D. Passive taps are less expensive.

**Answer: B**

### NEW QUESTION # 121

For a high-volume contact center, which reporting metric, when analyzed over time, is the most critical indicator of whether the

AICC solution is correctly sized for the agent workforce?

- A. Agent Occupancy Rate
- B. Average Speed of Answer (ASA)
- C. First Call Resolution (FCR)
- D. Number of interactions per day

**Answer: A**

#### **NEW QUESTION # 122**

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

**Answer: D**

#### **NEW QUESTION # 123**

In the context of AICC and SIP integration, what is the primary purpose of a Session Border Controller (SBC) in a security-focused design?

- A. To act as a firewall for SIP/VoIP traffic, preventing topology hiding and mitigating SIP-based attacks.
- B. To increase the audio codec bandwidth for better voice quality.
- C. To provide load balancing exclusively for IVR media servers.
- D. To replace the need for a CTI server by handling call control directly.

**Answer: A**

#### **NEW QUESTION # 124**

Which AICC reporting capability would be used to track the path of a customer interaction that started as a web chat, was escalated to a voice call, and then followed up by an email?

- A. The agent performance report.
- B. A separate report for each channel.
- C. The real-time wallboard.
- D. An Omni-channel Interaction Journey Report

**Answer: D**

#### **NEW QUESTION # 125**

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