

# Quiz 2026 Updated Huawei H21-287\_V1.0: Premium HCSP-Presales-Service(AICC) V1.0 Exam



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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q30-Q35):

### NEW QUESTION # 30

Which AICC architecture pattern is most resistant to a "split-brain" scenario in a high-availability cluster?

- A. Using a single quorum disk witness.
- B. Manual intervention by an administrator.
- C. Relying on the network heartbeat alone.
- D. Implementing a third-party witness service or a tie-breaker node in a separate fault domain.

Answer: D

### NEW QUESTION # 31

What does the term "Service Virtualization" refer to in the context of AICC component design?

- A. The ability of the UAP to run in a web browser.
- B. Creating virtual agents powered by AI.
- C. Running the AICC software on virtual machines.
- D. Abstracting the underlying telephony hardware so the application uses a standard API (like TSAPI or JTAPI).

**Answer: D**

### NEW QUESTION # 32

Which component in the AICC architecture is most directly responsible for translating a customer's web chat text into a structured intent that can be used for automated responses or routing?

- A. ICD Router
- B. CTI Server
- C. Media Server
- D. Natural Language Processing (NLP) Engine

**Answer: D**

### NEW QUESTION # 33

In a capacity planning scenario, if the average handle time is 5 minutes and you receive 240 calls in a 2-hour period, what is the offered traffic in Erlangs?(Formula: Erlangs = (Number of calls \* AHT in hours) / Period in hours)

- A. 10 Erlangs
- B. 5 Erlangs
- C. 1200 Erlangs
- D. 20 Erlangs

**Answer: A**

### NEW QUESTION # 34

Which AICC component is most directly involved in determining that a call from a "Platinum" customer should be routed to a dedicated queue for senior agents?

- A. The ICD, which is configured with routing rules based on customer attributes.
- B. The IVR, which collects the customer's level.
- C. The CTI, which attaches the customer level to the call based on caller ID.
- D. The UAP, which displays the customer level to the agent.

**Answer: A**

### NEW QUESTION # 35

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