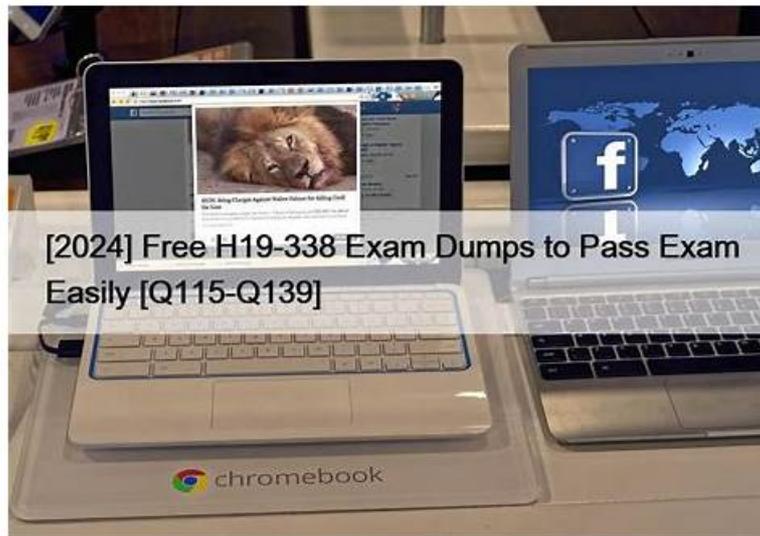


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## Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q128-Q133):

### NEW QUESTION # 128

When designing the network for a cloud-based AICC deployment, what is the primary benefit of using a Direct Connect or Express Route type of service instead of the public internet?

- A. It automatically provides a backup connection.
- **B. It provides a private, dedicated network connection with more consistent bandwidth and lower latency.**
- C. It is always less expensive than using the public internet.
- D. It removes the need for any firewall security policies.

**Answer: B**

### NEW QUESTION # 129

What is the ultimate goal of a well-designed AICC solution from a business perspective?

- A. To eliminate the need for a CRM system.
- **B. To enhance customer experience, improve operational efficiency, and drive business growth.**
- C. To reduce the number of agents employed.
- D. To have the most advanced technology.

**Answer: B**

### NEW QUESTION # 130

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 provides higher quality recordings.
- **C. It is undetectable by the agent and does not generate any signaling that could impact the call.**
- D. Passive taps are less expensive.

**Answer: C**

### NEW QUESTION # 131

What is the primary purpose of a "pilot number" in a contact center?

- **A. It is the main published number that customers dial to reach the contact center.**
- B. It is a number for emergency services.
- C. It is a test number used during the implementation phase.
- D. It is a number used exclusively by agents to make outbound calls.

**Answer: A**

### NEW QUESTION # 132

A customer wants to integrate AICC with their Salesforce CRM using an API. The requirement is to screen-pop not just the contact record but also the entire case history and related knowledge base articles. Which AICC component is primarily responsible for orchestrating this complex data retrieval and presentation on the UAP?

- A. The ICD engine fetches the data as part of the routing logic.
- B. The CTI server makes a direct SQL query to the CRM database.
- C. The UAP itself uses a pre-configured widget or iframe to display the CRM page.
- **D. A dedicated Integration Bus or Middleware component handles the API calls and data aggregation before sending it to the UAP.**

**Answer: D**

### NEW QUESTION # 133

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