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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q107-Q112):

NEW QUESTION # 107

Which AICC capability is essential for supporting customers with disabilities, such as hearing impairments?

- A. TTY/TDD (Teletypewriter/Telecommunications Device for the Deaf) support.
- B. Silent monitoring.
- C. Video call functionality.
- D. High-quality audio codecs.

Answer: A

NEW QUESTION # 108

What is the main advantage of using an "active-active" disaster recovery configuration over an "active- passive" one?

- A. Active-active does not require data replication.
- **B. Active-active utilizes all resources during normal operation, providing better cost efficiency and load distribution.**
- C. Active-active guarantees zero data loss.
- D. Active-active is simpler to configure and maintain.

Answer: B

NEW QUESTION # 109

When troubleshooting a scenario where agents cannot log into the UAP, what is the first logical step?

- **A. Check the connectivity and status of the authentication/AAA server.**
- B. Check the IVR prompts.
- C. Restart the CTI server.
- D. Reinstall the UAP software on all agent computers.

Answer: A

NEW QUESTION # 110

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 UAP, which displays the customer level to the agent.
- C. The CTI, which attaches the customer level to the call based on caller ID.
- D. The IVR, which collects the customer's level.

Answer: A

NEW QUESTION # 111

In a multi-channel interaction, what is the "context" that needs to be preserved when switching channels?

- A. The time of day the interaction started.
- **B. The customer's identity, previous interaction history, and the current state of their issue.**
- C. The network IP address of the customer's device.
- D. The agent's login information.

Answer: B

NEW QUESTION # 112

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