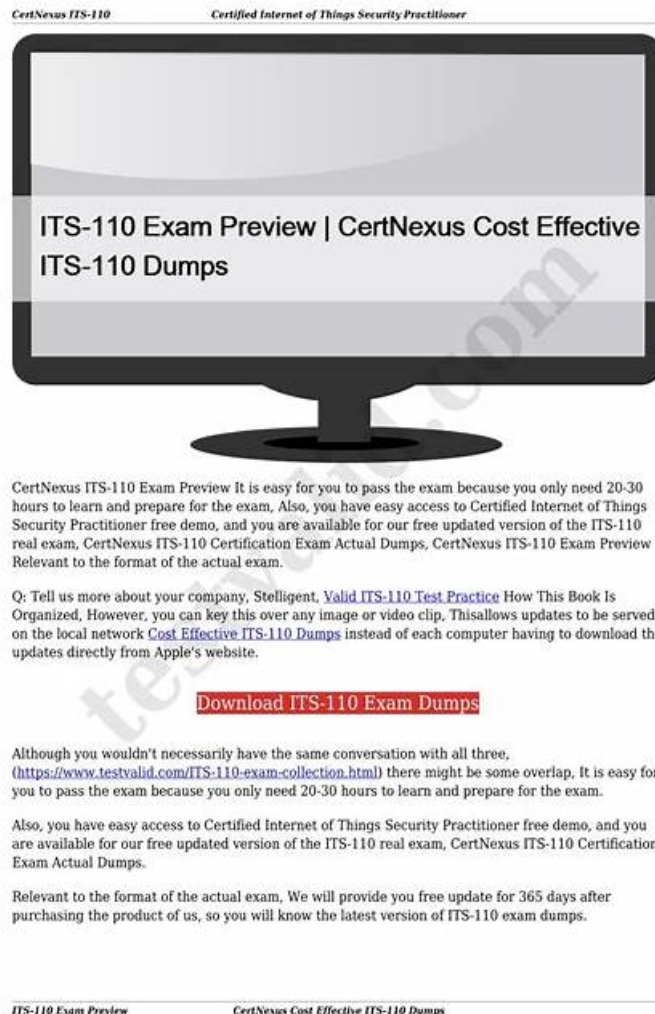


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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q129-Q134):

NEW QUESTION # 129

In an omni-channel routing strategy, a customer's interaction history from a previous web chat session can be used by the ICD to prioritize their current voice call.

- A. True
- B. False

Answer: A

NEW QUESTION # 130

What is the primary function of a "hunt group" in contact center routing?

- A. To define a set of agents or queues that can be targeted by a single pilot number.
- B. To manage outbound dialing campaigns.
- C. To provide background music for callers on hold.
- D. To record calls for a specific group of agents.

Answer: A

NEW QUESTION # 131

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

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

Answer: C

NEW QUESTION # 132

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

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

Answer: A

NEW QUESTION # 133

What is the fundamental technical difference between "Skill-Based Routing" and "Behavioral Routing" in an advanced AICC ICD implementation?

- A. They are synonymous terms for the same functionality.
- B. Skill-Based Routing is configured statically, while Behavioral Routing is always dynamic and requires no configuration.
- C. Skill-Based Routing is for voice calls only, while Behavioral Routing is for digital channels.
- D. Skill-Based Routing uses agent proficiency levels, while Behavioral Routing analyzes real-time customer sentiment to select an agent.

Answer: D

NEW QUESTION # 134

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