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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q50-Q55):

NEW QUESTION # 50

The Erlang B formula is used specifically for calculating the number of trunk lines required based on offered traffic and a target Grade of Service, not the number of agents.

- A. False
- **B. True**

Answer: B

NEW QUESTION # 51

Which AICC reporting metric is calculated as (Number of Calls Answered Within Threshold) / (Total Calls Offered) * 100?

- A. Average Speed of Answer
- B. Agent Utilization
- C. Abandonment Rate
- **D. Service Level (%)**

Answer: D

NEW QUESTION # 52

The primary function of a Session Border Controller (SBC) in an AICC network is to increase the compression ratio of voice codecs to save bandwidth.

- **A. False**
- B. True

Answer: A

NEW QUESTION # 53

Which AICC feature directly supports the business goal of increasing revenue through cross-selling?

- A. After-call work (ACW) state for wrapping up the call.
- B. Real-time wallboard displays for supervisors.
- C. Automated callbacks to reduce wait times.
- **D. CRM integration with screen pops that include product recommendations and customer history.**

Answer: D

NEW QUESTION # 54

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

- A. Skill-Based Routing is configured statically, while Behavioral Routing is always dynamic and requires no configuration.
- B. They are synonymous terms for the same functionality.
- 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 # 55

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