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Huawei HCSP-Presales-Service(AICC) V1.0 Sample Questions (Q122-Q127):

NEW QUESTION # 122

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

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

Answer: B

NEW QUESTION # 123

Which AICC component would be extended or integrated with to create a custom real-time dashboard showing business-specific

Key Performance Indicators (KPIs)?

- A. The network switch.
- B. The IVR media server.
- C. The CMS reporting database via ODBC/JDBC connections.
- D. The agent's UAP client.

Answer: C

NEW OUESTION # 124

What is the main technical challenge when implementing "Video Chat" within the AICC UAP compared to traditional voice calls?

- A. Video calls cannot be recorded.
- B. Video cannot be integrated with the CRM.
- C. The ICD cannot route video interactions.
- D. Video requires significantly more network bandwidth and processing power on both the agent and customer devices.

Answer: D

NEW QUESTION # 125

Which network topology is most suitable for connecting multiple regional contact centers to a central AICC infrastructure?

- A. A ring topology where each site is connected to two others.
- B. A mesh topology where every site is connected to every other site.
- C. A bus topology where all sites are connected in a line.
- D. A star topology with the central site as the hub.

Answer: D

NEW QUESTION # 126

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

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

Answer: C

NEW QUESTION #127

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