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H21-287_V1.0HCSP-Presales-Service(AICC) V1.0

Huawei h21-287_v1.0

Version Demo

Total Demo Questions: 8

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Topic Break Down

Topic	No. of Questions
Topic 1, AICC Service Overview	15
Topic 2, AICC Product Introduction	33
Topic 3, AICC Solution Introduction	33
Topic 4, AICC Sales Introduction	2
Total	83

QUESTION NO: 1

In AICC reporting, what is the "longest wait time" metric?

A. The maximum time a caller spent in queue before being answered or abandoning.

B. The average time agents spend in after-call work.

C. The duration of the longest call handled by an agent.

D. The time it takes for the system to boot up.

ANSWER: A

Explanation:

The maximum time a caller spent in queue before being answered or abandoning is the correct definition of the “longest wait time” metric. In AICC contact-center reporting, waiting time measures the interval during which a customer is queued for service before the interaction reaches an outcome. The longest-wait value is the maximum observed duration among the calls included in the selected reporting scope and time period. It is therefore a peak-service-delay indicator rather than an average: it helps supervisors identify the most severe customer wait experienced during a queue surge, staffing shortage, routing issue, or other service-capacity constraint. Depending on the report’s queue statistics and outcome definitions, the population can include calls that were eventually answered as well as calls whose callers gave up while waiting. This metric is useful for assessing customer experience and for comparing the worst observed wait against operational service targets. Huawei Cloud documentation describes AICC/CEC reporting and its operational statistics in the Huawei Cloud Customer Engagement Center User Guide. Huawei’s Customer Engagement Center product page also identifies reporting and operations management as core contact-center capabilities.

QUESTION NO: 2

Which component in the AICC architecture is responsible for converting text-based chatbot responses into spoken audio for a seamless transition from chat to voice?

A. Text-to-Speech (TTS) engine

B. Automatic Speech Recognition (ASR) engine

C. Media Server

D. ICD Router

ANSWER: A

Explanation:

Text-to-Speech (TTS) engine is responsible for synthesizing spoken audio from text generated by a chatbot or other conversational application. In an AI contact center, the chatbot’s natural-language-processing and dialogue capabilities create a textual reply, while the TTS engine converts that reply into an audio stream that a caller can hear. This function enables a consistent conversational flow when an interaction moves from a text channel to a voice channel, or when an automated voice bot delivers generated responses over a call. TTS typically accepts plain text or structured speech markup, applies pronunciation and prosody rules, and uses a selected voice model to produce natural-sounding speech. Huawei Cloud’s Speech Interaction Service documents TTS as a capability that “converts text into natural-sounding speech,” which directly matches the required text-to-audio conversion function. Huawei’s AI contact-center materials also describe voice-bot scenarios in which speech technologies support automated customer interactions. See Huawei Cloud Speech Interaction Service product description and Huawei Cloud Speech Interaction Service.

QUESTION NO: 3

Which AICC feature allows an interaction to be routed based on the customer's estimated value or potential value to the business?

A. Value-Based Routing

B. Skills-Based Routing

C. Time-Based Routing

D. Circular Routing

ANSWER: A

Explanation:

Value-Based Routing is the AICC capability designed to prioritize and distribute customer interactions according to the predicted or assessed business value of the customer or opportunity. The value assessment can incorporate information available to the enterprise, such as customer tier, purchase history, lifetime value, likelihood of conversion, contract status, or opportunity value. With that assessment, the contact center can direct high-value interactions to an appropriate priority queue, experienced agents, or specialist teams, helping the business use service resources where they can have the greatest commercial impact.

This approach supports intelligent customer-engagement operations because routing is informed not only by the interaction channel or the requested service type, but also by the strategic importance of the customer relationship. It is particularly useful for scenarios such as VIP service, retention of customers at risk, high-value sales leads, and priority handling of enterprise accounts. Huawei describes its intelligent customer service offerings as using AI and data intelligence to improve service operations and customer experience; value-oriented routing is consistent with that data-driven allocation of service capacity. See Huawei's Intelligent Contact Center solution and Huawei Cloud Contact Center product information.

QUESTION NO: 4

In AICC reporting, what is the significant difference between "Service Level" and "Service Level Target"?

A. Service Level is a historical calculation, while Service Level Target is a goal set in the configuration.

B. They are identical terms.

C. Service Level applies to emails, and Service Level Target applies to calls.

D. Service Level Target is managed by the IVR, and Service Level is managed by the ICD.

ANSWER: A

Explanation:

Service Level is a historical calculation, while Service Level Target is a goal set in the configuration. In AICC reporting, Service Level represents the actual service performance achieved during the selected reporting period. It is normally derived from the handling results of incoming interactions against the service-level rules configured for a queue or skill, such as the proportion answered within a defined threshold. Because it is based on recorded operational data, its value can vary by time range, media type, queue, and actual customer-contact volume.

Service Level Target is the planned benchmark against which that measured result is assessed. Administrators configure this target as part of the service-level policy or reporting objective—for example, the desired percentage of interactions to be answered within the specified time. Comparing the historical Service Level with the configured Service Level Target lets supervisors determine whether service delivery met the intended customer-service objective. Huawei's enterprise support portal provides product documentation and configuration guidance, while Huawei's enterprise communications information describes the operational context for contact-center solutions: Huawei Enterprise Support and Huawei Enterprise Communications.

QUESTION NO: 5

In the context of AICC, what does "ACD" stand for?

A. Automatic Call Distributor

B. Agent Call Desk

C. Automated Call Director

D. Audio Codec Device

ANSWER: A

Explanation:

In an AICC contact-center environment, **Automatic Call Distributor** is the correct expansion of ACD. An ACD is the call-routing capability that receives incoming customer calls and distributes them to appropriate agents or service queues according to configured routing policies. Those policies can consider factors such as agent skills, agent availability, service priority, customer attributes, and queue status. This function is central to contact-center operations because it helps ensure calls reach the best available resource while supporting efficient queue management and a consistent customer experience. Huawei's intelligent contact-center materials describe ACD as a foundational call-distribution component used with agent services and routing logic in contact-center solutions. For terminology and the broader role of automatic call distribution in contact centers, see Huawei's Cloud Contact Center product description and the Cisco overview of Automatic Call Distribution. Therefore, "Automatic Call Distributor" accurately identifies the ACD function referenced in AICC.

QUESTION NO: 6

In the AICC architecture, what is the role of a "stateless" component?

A. It does not retain any session information between requests, which aids in scalability and reliability.

B. It is responsible for storing all customer data.

C. It is a component that cannot be replicated.

D. It handles the recording of all interactions.

ANSWER: A

Explanation:

It does not retain any session information between requests, which aids in scalability and reliability. In an AICC deployment, a stateless service processes each request without depending on local memory of a prior request or a particular client session. Any information that must survive beyond the current request—such as customer records, interaction context, call records, or workflow state—should be maintained by an appropriate external persistent service or datastore. This separation lets multiple instances of the component serve requests interchangeably and enables traffic to be distributed across them. If an instance is restarted, replaced, or becomes unavailable, another healthy instance can continue to process new requests without requiring session recovery from the failed instance's local state. Consequently, stateless components are well suited to horizontal scaling, rolling upgrades, and high-availability designs. This aligns with cloud-native workload practices: Kubernetes Deployments manage replicated application workloads, while persistence is handled separately when needed. Huawei Cloud Container Engine is designed to run containerized applications using these cloud-native scaling and availability principles. See the Kubernetes Deployment documentation and Huawei Cloud Container Engine overview.

QUESTION NO: 7

Which AICC component is responsible for detecting fax tones and redirecting the call to a fax server?

A. Media Server / Fax Detection Module

B. CTI Server

C. ICD Router

D. UAP

ANSWER: A

Explanation:

The Media Server / Fax Detection Module is responsible for this function because fax identification depends on analyzing the call's media stream for fax calling tones. During an incoming voice-channel session, the media-processing function detects the relevant fax signal, such as the calling tone used to indicate that a fax terminal is attempting a fax transmission. Once that condition is identified, the platform can redirect the session to the fax-processing service so that the transmission is handled as fax traffic rather than continuing through the ordinary voice-contact treatment flow. This is a media-plane responsibility: it requires real-time tone recognition and controlled handoff of the established call to the fax server. In an AICC deployment, placing this capability in the media server's fax-detection function enables the contact-center system to support fax calls without requiring callers to use a separate access number or requiring an agent to manually identify the call type. Huawei's contact-center documentation describes the solution as providing integrated communication and media capabilities; see the Huawei Cloud Contact Center product page and the Huawei Cloud Contact Center product documentation. The underlying fax calling-tone behavior is specified in the ITU-T T.30 recommendation.

QUESTION NO: 8

An inbound-call workflow retrieves CRM data for a UAP screen-pop. During a CRM outage, the customer still requires calls to be queued and routed to agents, while agents receive a clear indication that customer data is temporarily unavailable. Which integration design best meets this requirement?

A. Require a successful CRM response before the ICD can queue or route a call.

B. Continuously refresh the CRM request until the screen-pop data is returned.

C. Route all calls directly to voicemail whenever CRM is unavailable.

D. Decouple CRM retrieval from call routing and provide controlled timeout, fallback, and retry behavior for the screen-pop service.

ANSWER: D

Explanation:

The correct design is to **decouple CRM retrieval from core call routing and use controlled timeouts, graceful fallback, and retry or error handling for the screen-pop service**. The ICD and CTI call-control path should not wait indefinitely for a CRM response before routing the interaction. When CRM data is unavailable, the UAP can present a controlled unavailable-data message while the call continues to an appropriate agent.

Making CRM availability a prerequisite for routing creates a single dependency that can stop customer service during an external-system failure. Repeatedly refreshing the UAP without timeout controls can increase load on the failed CRM. Routing every call to voicemail unnecessarily sacrifices the required live-agent service capability.