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### NEW QUESTION: 1

What is the key difference between "progressive" and "predictive" dialing modes in an outbound campaign?

- A. Progressive dialing waits for an agent to be free before placing the next call, while predictive uses algorithms to dial ahead.
- B. Predictive dialing is only for surveys, while progressive is for sales.
- C. There is no significant difference.
- D. Progressive dialing is faster and more aggressive than predictive dialing.

**Answer: A (LEAVE A REPLY)**

### NEW QUESTION: 2

When deploying AICC in a virtualized environment (e.g., VMware), which resource is often the most critical bottleneck for IVR media servers, directly impacting the number of concurrent ports supported?

- A. Network Bandwidth
- B. CPU Clock Speed
- C. Disk I/O (Input/Output Operations)
- D. RAM Allocation

**Answer: B (LEAVE A REPLY)**

### NEW QUESTION: 3

When calculating the Total Cost of Ownership (TCO) for an on-premises AICC solution versus a cloud-based solution, which cost element is typically higher in the on-premises model?

- A. Initial capital expenditure (CapEx) for hardware and software licenses.
- B. Costs for agent training.
- C. Costs for customizing the UAP.

D. Ongoing operational expenditure (OpEx) for subscription fees.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 4**

What is the primary technical consideration when planning to support "WebRTC" endpoints (like web browsers) as clients for the AICC system?

A. All agents must use WebRTC-based phones.

B. It requires a special version of the UAP.

C. The AICC infrastructure must include a WebRTC gateway or SBC that can translate between WebRTC and SIP.

D. WebRTC cannot be integrated with AICC.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 5**

Which AICC architecture pattern is most resistant to a "split-brain" scenario in a high-availability cluster?

A. Implementing a third-party witness service or a tie-breaker node in a separate fault domain.

B. Using a single quorum disk witness.

C. Relying on the network heartbeat alone.

D. Manual intervention by an administrator.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 6**

In a capacity planning exercise, if the offered traffic is 20 Erlangs and the target Grade of Service (GoS) is P.

01, what does the Erlang B table tell you?

A. You need a number of trunks such that only 1% of calls will be blocked.

B. The average call duration is 1 minute.

C. The average speed of answer will be 20 seconds.

D. You need 20 agents to handle the load.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 7**

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 is simpler to configure and maintain.

D. Active-active guarantees zero data loss.

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 8**

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

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

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 9**

Which component in the AICC architecture is most directly responsible for translating a customer's web chat text into a structured intent that can be used for automated responses or routing?

- A. CTI Server
- B. ICD Router
- C. Media Server
- D. Natural Language Processing (NLP) Engine

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 10**

In AICC, what is the technical implementation difference between a "supervisor monitoring a call" and a "supervisor barging into a call"?

- A. There is no technical difference; it's just a permission setting.
- B. Monitoring requires the agent's permission, while barging does not.
- C. Monitoring is passive listening, while barging creates a 3-way conference where the supervisor can speak.
- D. Barging is only available for voice calls, while monitoring works for all channels.

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 11**

When designing an AICC solution for a financial institution that must adhere to PCI DSS compliance for payment processing, what is the most secure method to handle Dual-Tone Multi-Frequency (DTMF) tones entered during an IVR payment sequence?

- A. Use a pause-and-resume recording method to momentarily stop recording during payment entry.
- B. Implement DTMF masking at the media server level, preventing tones from being stored in call recordings or logs.

C. Route the call to a dedicated, isolated IVR platform that is entirely outside the AICC environment.

D. Record the entire call including DTMF tones and encrypt the recording at rest.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 12**

For a predictive dialer campaign, which algorithm parameter is most crucial to optimize in order to balance agent utilization and minimize the number of abandoned calls (where a person answers but no agent is available)?

A. The call transfer time.

B. The average call duration.

C. The dialing ratio (number of lines dialed per available agent).

D. The time zone of the numbers being dialed.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 13**

What is the main technical challenge in implementing "screen sharing" within a video chat interaction in AICC?

A. The security risk of exposing sensitive information on the agent's screen.

B. The additional bandwidth and processing power required to capture and transmit the screen content.

C. The integration with the CRM system.

D. The inability of most web browsers to support screen sharing.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 14**

What is the key technical advantage of using an "API-first" architecture in modern AICC solutions?

A. It simplifies integration with third-party systems and enables the creation of custom applications.

B. It makes the IVR prompts sound clearer.

C. It reduces the cost of hardware.

D. It eliminates the need for a SIP trunk.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 15**

What is the purpose of a "keepalive" mechanism in the SIP protocol between the AICC system and a SIP trunk provider?

A. To ensure the audio quality remains high.

B. To maintain NAT traversal and detect connection failure quickly.

C. To transfer call control signals.

D. To synchronize the clocks between the two systems.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 16**

In a contact center using AICC, which metric, when correlated with First Call Resolution (FCR), provides the strongest indicator of long-term customer satisfaction?

- A. Number of calls per agent
- B. Agent occupancy rate
- C. Average Handle Time (AHT)
- D. Customer Satisfaction (CSAT) score

**Answer: D (LEAVE A REPLY)**

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**NEW QUESTION: 17**

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

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 18**

In the context of AICC security, what is "role-based access control" (RBAC)?

- A. A protocol for authenticating SIP endpoints.
- B. A feature for blocking unwanted calls.
- C. A technique for encrypting voice calls.
- D. A method for restricting system access to authorized users based on their role within the organization.

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 19**

Which type of AICC deployment offers the customer the greatest level of control over security, customization, and data governance?

- A. Public cloud (SaaS) deployment
- B. Managed service deployment
- C. On-premises deployment
- D. Hybrid deployment

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 20**

When implementing a single sign-on (SSO) solution for the AICC UAP, which standard protocol is commonly used for exchanging authentication and authorization data between identity providers and service providers?

- A. RTP (Real-time Transport Protocol)
- B. SAML (Security Assertion Markup Language)
- C. SIP (Session Initiation Protocol)
- D. HTTP (Hypertext Transfer Protocol)

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 21**

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

- A. Audio Codec Device
- B. Agent Call Desk
- C. Automated Call Director
- D. Automatic Call Distributor

**Answer:** D ([LEAVE A REPLY](#))

**NEW QUESTION: 22**

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

- A. The average time agents spend in after-call work.
- B. The maximum time a caller spent in queue before being answered or abandoning.
- C. The time it takes for the system to boot up.
- D. The duration of the longest call handled by an agent.

**Answer:** B ([LEAVE A REPLY](#))

**NEW QUESTION: 23**

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

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

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 24**

Which SIP response code indicates that the called party is busy?

- A. 200 OK
- B. 503 Service Unavailable
- C. 180 Ringing
- D. 486 Busy Here

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 25**

When deploying AICC in a virtualized environment (e.g., VMware), which resource is often the most critical bottleneck for IVR media servers, directly impacting the number of concurrent ports supported?

- A. Network Bandwidth
- B. CPU Clock Speed
- C. Disk I/O (Input/Output Operations)
- D. RAM Allocation

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 26**

When sizing the storage for an AICC deployment, the formula (Number of Recorded Channels) \* (Hours per Day) \* (Bits per Second) \* (3600 seconds) / (8 bits/byte) is used to calculate what?

- A. The number of concurrent agents supported.
- B. The CPU utilization of the media servers.
- C. Daily storage consumption for call recordings in bytes.
- D. Daily network bandwidth consumption.

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 27**

Which AICC component is responsible for generating Call Detail Records (CDRs) that are used for billing and reporting?

- A. UAP Client
- B. CTI Server
- C. Media Server
- D. IVR System

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 28**

When migrating from a legacy TDM-based PBX/ACD to an all-IP AICC solution, what is the purpose of a VoIP Gateway in the initial phased cut-over plan?

- A. To convert analog agent phones to IP phones.
- B. To act as the new CTI server.
- C. To provide a temporary bridge, allowing IP-based AICC agents to interact with the legacy TDM trunks and queues.
- D. To replace the existing ACD immediately.

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 29**

When troubleshooting one-way audio issues in a SIP-based AICC deployment, what network configuration issue is most commonly the root cause?

- A. The ICD routing rules being misconfigured.
- B. Asymmetric routing causing RTP streams to be blocked by a firewall.
- C. Incorrect DNS settings on the UAP.
- D. The CTI server running low on memory.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 30**

Which AICC feature allows a supervisor to "whisper" to an agent during a live call (provide coaching that the customer cannot hear)?

- A. Call Recording
- B. Silent Monitoring
- C. Call Barging
- D. Call Coaching (Whisper)

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 31**

In a multi-site AICC deployment with active-active data centers, which database replication method provides the lowest Recovery Point Objective (RPO) by synchronously writing transactions to both locations?

- A. Snapshot replication
- B. Synchronous mirroring
- C. Scheduled backup restoration
- D. Asynchronous log shipping

**Answer: B ([LEAVE A REPLY](#))**

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**NEW QUESTION: 32**

Which factor is most critical when designing the user experience (UX) for the IVR self-service system?

- A. The background music should be popular songs.
- B. The IVR should never transfer the caller to an agent.
- C. The voice of the recorded prompts should be very friendly.
- D. The number of options should be minimized, and the menu structure should be logical to avoid caller frustration.

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 33**

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. UAP
- D. ICD Router

**Answer: A (LEAVE A REPLY)**

**NEW QUESTION: 34**

Which AICC architectural style decouples the client (UAP) from the server, allowing them to evolve independently and improving scalability?

- A. Monolithic Architecture
- B. Client-Server Architecture
- C. Microservices Architecture
- D. Peer-to-Peer Architecture

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 35**

In a capacity planning scenario, if the average handle time is 5 minutes and you receive 240 calls in a 2-hour period, what is the offered traffic in Erlangs?(Formula: Erlangs = (Number of calls \* AHT in hours) / Period in hours)

- A. 1200 Erlangs
- B. 5 Erlangs
- C. 20 Erlangs
- D. 10 Erlangs

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 36**

When designing an AICC solution for a business with highly seasonal peaks (e.g., holiday sales), which deployment model offers the greatest elasticity?

- A. On-premises deployment with fixed capacity.
- B. Cloud-based (SaaS) deployment that can scale up and down on demand.
- C. Hybrid deployment with a fixed on-premises core.
- D. A dedicated appliance.

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 37**

What is the primary function of a "Media Server" in a modern, SIP-based AICC architecture?

- A. To handle media processing, including playing prompts, recording audio, and mixing conferences.
- B. To route SIP signaling messages.
- C. To store customer data.
- D. To perform ICD routing decisions.

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 38**

The "Average Handle Time (AHT)" metric is composed of which three elements?

- A. Queue Time + Talk Time + Wrap-up Time
- B. Ring Time + Talk Time + Transfer Time
- C. Talk Time + Hold Time + After-Call Work Time
- D. Answer Time + Consultation Time + Disposition Time

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 39**

Which AICC feature would be used to implement a "virtual queue" where a customer can opt for a callback instead of waiting on hold, and the system calls them back when their turn arrives?

- A. Callback Service integrated with the ICD queue management.
- B. Voicemail system.
- C. Outbound predictive dialer.
- D. IVR self-service menu.

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 40**

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. Video call functionality.
- C. High-quality audio codecs.
- D. Silent monitoring.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 41**

Which AICC feature is designed to prevent an agent from being overwhelmed by automatically limiting the number of simultaneous interactions they receive?

- A. Workload Management within the ICD.
- B. The call recording system.
- C. The "Do Not Disturb" button on the UAP.
- D. The IVR self-service menu.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 42**

What is the primary security concern associated with remote agents using softphones on their personal computers?

- A. The quality of the agent's headset.
- B. The operating system version on the computer.
- C. The potential for malware on the computer to intercept voice data or keylogs.
- D. The speed of the agent's home internet connection.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 43**

A customer wants to use AICC to handle customer inquiries from a popular messaging platform like WhatsApp. What is the primary technical requirement for this integration?

- A. All agents must have personal WhatsApp accounts.
- B. The AICC must have a dedicated component (a channel gateway) that can connect to the messaging platform's API.
- C. The IVR must be configured to accept voice messages.
- D. The customer must use a specific brand of phone.

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 44**

What is the primary purpose of a "network diagram" in an AICC proposal or design document?

- A. To show the organizational structure of the contact center.
- B. To list the phone numbers for the contact center.

C. To describe the IVR menu flow.

D. To illustrate the physical and logical connections between all components, including firewalls, routers, and servers.

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 45**

In a high-security environment, why might "Silent Monitoring" of agent calls be technically implemented using a passive network tap instead of an active signal from the CTI server?

A. Passive taps are less expensive.

B. It provides higher quality recordings.

C. It is the only method supported by the AICC software.

D. It is undetectable by the agent and does not generate any signaling that could impact the call.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 46**

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

A. The ICD cannot route video interactions.

B. Video cannot be integrated with the CRM.

C. Video calls cannot be recorded.

D. Video requires significantly more network bandwidth and processing power on both the agent and customer devices.

**Answer: (SHOW ANSWER)**

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#### **NEW QUESTION: 47**

For a high-volume contact center, which reporting metric, when analyzed over time, is the most critical indicator of whether the AICC solution is correctly sized for the agent workforce?

A. Number of interactions per day

B. Agent Occupancy Rate

C. Average Speed of Answer (ASA)

D. First Call Resolution (FCR)

Answer: B ([LEAVE A REPLY](#))

**NEW QUESTION: 48**

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 CTI, which attaches the customer level to the call based on caller ID.
- B. The ICD, which is configured with routing rules based on customer attributes.
- C. The UAP, which displays the customer level to the agent.
- D. The IVR, which collects the customer's level.

Answer: B ([LEAVE A REPLY](#))

**NEW QUESTION: 49**

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 ([LEAVE A REPLY](#))

**NEW QUESTION: 50**

What does the term "codec" refer to in the context of AICC voice communications?

- A. A device for connecting to the PSTN.
- B. An algorithm that compresses and decompresses digital audio data.
- C. A type of database used for storing recordings.
- D. A protocol for call control.

Answer: B ([LEAVE A REPLY](#))

**NEW QUESTION: 51**

When configuring the AICC system for a blended contact center (agents handling both inbound and outbound calls), what feature prevents an agent from receiving an inbound call while they are already on an outbound call?

- A. The IVR menu.
- B. Agent State Management (e.g., setting the agent to "busy" on outbound calls).
- C. The network firewall.
- D. The call recording system.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 52**

For a outbound collections campaign, which dialing mode provides the best balance between compliance (avoiding harassing calls) and agent efficiency by presenting the customer information before the call is placed?

- A. Progressive Dialing
- B. Preview Dialing
- C. Predictive Dialing
- D. Power Dialing

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 53**

Which factor has the greatest impact on the accuracy of a speech recognition (ASR) engine in the IVR?

- A. The volume of the caller's voice.
- B. The quality and clarity of the audio signal and the use of a well-tuned language model.
- C. The time of day.
- D. The brand of the media server.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 54**

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 provide background music for callers on hold.
- C. To manage outbound dialing campaigns.
- D. To record calls for a specific group of agents.

**Answer:** A ([LEAVE A REPLY](#))

#### **NEW QUESTION: 55**

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

- A. It handles the recording of all interactions.
- B. It is responsible for storing all customer data.
- C. It does not retain any session information between requests, which aids in scalability and reliability.
- D. It is a component that cannot be replicated.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 56**

In the context of project management for an AICC implementation, what does the term "phased rollout" refer to?

- A. Deploying the solution to groups of users or sites incrementally to mitigate risk.
- B. Rolling back the software to a previous version.
- C. Training agents after the system is live.

D. Installing all components at once.

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 57**

Which AICC architectural principle is key to achieving scalability, allowing you to add more ports or agents by adding more servers of a specific type?

- A. Shared-Tenant Database
- B. Monolithic Design
- C. Proprietary Hardware Appliance
- D. Modular, Component-Based Design

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 58**

When implementing a virtualized AICC environment, which resource is often over-provisioned initially, leading to inefficiency?

- A. Storage Capacity
- B. Network Interface Cards (NICs)
- C. Memory (RAM)
- D. CPU Cores

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 59**

Which factor is the most significant when determining the required storage capacity for a call recording system in AICC?

- A. The number of recorded hours per day, the audio codec used, and the retention policy.
- B. The total number of calls per month.
- C. The number of agents.
- D. The size of the CRM database.

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 60**

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

- A. Service Level Target is managed by the IVR, and Service Level is managed by the ICD.
- B. They are identical terms.
- C. Service Level is a historical calculation, while Service Level Target is a goal set in the configuration.
- D. Service Level applies to emails, and Service Level Target applies to calls.

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 61**

A customer wants to integrate AICC with their Salesforce CRM using an API. The requirement is to screen- pop not just the contact record but also the entire case history and related knowledge base articles. Which AICC component is primarily responsible for orchestrating this complex data retrieval and presentation on the UAP?

- A. A dedicated Integration Bus or Middleware component handles the API calls and data aggregation before sending it to the UAP.
- B. The ICD engine fetches the data as part of the routing logic.
- C. The CTI server makes a direct SQL query to the CRM database.
- D. The UAP itself uses a pre-configured widget or iframe to display the CRM page.

**Answer: ([SHOW ANSWER](#))**

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#### **NEW QUESTION: 62**

Which QoS (Quality of Service) marking on IP packets is typically used for voice media (RTP streams) to ensure priority treatment over the network?

- A. DSCP EF (Expedited Forwarding)
- B. DSCP CS0 (Class Selector 0)
- C. DSCP AF21 (Assured Forwarding)
- D. DSCP CS7 (Class Selector 7)

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 63**

When implementing a new AICC solution, what is the purpose of a "User Acceptance Testing (UAT)" phase?

- A. To test the network connectivity between components.
- B. To have end-users (agents, supervisors) verify that the system meets their business requirements and is ready for go-live.
- C. To stress-test the servers for maximum capacity.
- D. To train the administrators on system maintenance.

**Answer: ([SHOW ANSWER](#))**

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