HT-DHSA

Exam Introduction

❯ Exam Overview

Exam Name	Exam Form	Time of Exam	Pass Score/Total Score of Exam
HT-DHSA	Theory Exam	60min	80/100

❯ Exam Outline

- **Call Script**

  - Writing Skills & Considerations

  - Some Notes on Script Writing

  - Scripting of Common Words

  - Scripting for Difficult Scenarios

- **KPI Introduction**

  - Assessment Principle

  - Communication Mechanisms & Requirements

  - Customer Service Quality Monitoring Program

  - Dahua Call Center KPI

- **Basic troubleshooting about General Recorder**

  - NVR

  - NVS

  - DVR

  - HCVR/ XVR

  - EVS

- **Basic troubleshooting about Camera**

  - IMOU

  - CA/HAC

  - IPC

  - SD

- **Basic troubleshooting about Network**

- Network Testing

- Config tool

- P2P

*Note: The content of this article only for reference, other related content not mentioned in this article may also appear in the exam.