



Vendor: Cisco

Exam Code: 300-830

Exam Name: Implementing Cisco Collaboration Cloud
Customer Experience (CLCCE)

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QUESTION 1

A major corporation wants to migrate to Webex Contact Center but requires that the current PSTN carrier and enterprise PBX based agents be retained in its on-premises environment. Which action must the engineer take to meet this requirement?

- A. Configure an on-premises session border controller to act as a local gateway to route calls between on-premises environment and Webex Calling.
- B. Port existing contact center DIDs to Cisco Calling Plan to enable Webex Calling to deliver calls to and from Webex Contact Center.
- C. Work with their PSTN carrier to forward all contact center DIDs to Webex Calling to reach Webex Contact Center.
- D. This requirement cannot be implemented using any configuration and would need them to order new PSTN services.

Answer: A

Explanation:

Using an on-premises session border controller as a Local Gateway allows the corporation to keep its existing PSTN carrier and enterprise PBX-based agents while routing calls between the on-premises telephony environment, Webex Calling, and Webex Contact Center.

QUESTION 2

Which statement describes the PSTN media and signaling requirements for calls arriving at Webex Contact Center?

- A. SIP Early Media is fully supported by Webex Contact Center.
- B. The only supported codecs are G.711uLaw and G.711aLaw.
- C. DTMF signaling can use out of band.
- D. Opus codec is natively supported by Webex Contact Center without transcoding.

Answer: B

Explanation:

Webex Contact Center supports G.711 u-law and G.711 a-law for PSTN media. Calls arriving into Webex Contact Center must use supported audio codecs so media can be processed correctly for IVR, routing, recording, and agent handling.

QUESTION 3

A Webex administrator is adding a new phone number allocated by their Cloud Connected PSTN provider to be configured as Webex Contact Center Entry Point to route inbound calls into the Contact Center IVR. Which two numbers must be used to configure the phone number? (Choose two.)

- A. (450) 783-2223
- B. [450] 783-2223
- C. #450 783-2223
- D. +1-450-783-2223
- E. 450.783.2223

Answer: AD

Explanation:

Webex Contact Center phone numbers for entry points can be configured using a valid national phone number format or E.164 format. The number with parentheses is a valid national format, and the number with the country code prefix is a valid E.164-style format for routing inbound calls

into the Contact Center IVR.

QUESTION 4

The CTO of QQS Solutions wants to record calls to meet these requirements:

- All inbound calls are recorded.
- Recordings must be for the entire company.
- Only administrators are allowed to configure recording.
- Avoid custom configurations, when possible.

Which recording method meets these requirements?

- A. global configuration
- B. flow-based configuration
- C. queue-level configuration
- D. scheduled recording configuration

Answer: A

Explanation:

Global recording configuration applies recording settings across the entire tenant/company and avoids custom per-flow or per-queue setup. It is the best fit when all inbound calls must be recorded consistently and recording configuration should remain centrally controlled by administrators.

QUESTION 5

A supervisor within your organization must be able to record agent desktop screens with call audio to enhance application usage and process compliance during customer interactions in Webex Contact Center. Which two functionalities must the administrator configure to ensure that the feature is properly set up and working correctly? (Choose two.)

- A. Custom Connectors to Conversation Intelligence platforms
- B. Webex Connect Platform
- C. Webex Workforce Optimization (WFO)
- D. Quality Management license
- E. Calabrio ONE solution

Answer: CD

Explanation:

Screen recording with call audio in Webex Contact Center is configured through Webex Workforce Optimization, and agents must have the appropriate Quality Management licensing enabled so their desktop activity and associated interaction audio can be captured for evaluation and compliance.

QUESTION 6

An administrator configured a Webex bot for internal users to report IT issues via the Webex App. Incoming messages are sent to a webhook endpoint managed by Webex Connect, with conversation logic in a single flow. The administrator notices that each time a user sends a message, the flow in Webex Connect starts from the beginning, rather than continuing the conversation from where it left off. Which action must the administrator take in the Webex Connect flow to prevent the conversation from restarting with each message?

- A. Set up a Receive node that uses a custom event that matches the Webex bot email.
- B. Set up a Receive node that uses a custom event that matches the user email.
- C. Configure multiple webhooks, each triggering a different part of the flow based on the user's message content.
- D. Use a Call Flow node to split the flow into multiple smaller flows and call them as needed for each message.

Answer: B

Explanation:

A Receive node must be configured to wait for the next inbound message from the same user, using a custom event that matches the user email. This keeps the conversation state within the existing flow execution instead of starting a new flow instance for every message.

QUESTION 7

A Webex Contact Center engineer is configuring a new chat digital channel for their organization. Chat digital channel interactions will be handled by Webex Contact Center agents. Which two actions must be taken as part of the configuration? (Choose two.)

- A. Create a channel with Chat as a channel type.
- B. Assign a phone number to a channel.
- C. Create a channel with Email as a channel type.
- D. Assign an asset to a channel.
- E. Create a channel with Social Channel as a channel type.

Answer: AD

Explanation:

A chat digital channel must be created with Chat as the channel type so Webex Contact Center can process chat interactions. The chat asset must also be assigned to the channel so the deployed web chat widget is linked to the channel that routes conversations to agents.

QUESTION 8

An administrator must set up a way to authenticate users via SMS using a randomly generated passcode. Which two nodes in Webex Connect are needed to implement this authentication? (Choose two.)

- A. Profile node
- B. Generate OTP node
- C. Data Parser node
- D. SMS node
- E. Evaluate node

Answer: BD

Explanation:

The Generate OTP node creates the random one-time passcode used for authentication. The SMS node sends that passcode to the user's mobile number so the user can verify their identity.

QUESTION 9

A Webex Contact Center engineer is configuring a new email digital channel flow in Webex Connect flow builder. Which node must the engineer use to ensure that emails are routed to Webex Contact Center for contact distribution?

- A. Screen Pop node
- B. Create Conversation node
- C. Add Participant node
- D. Queue Task node

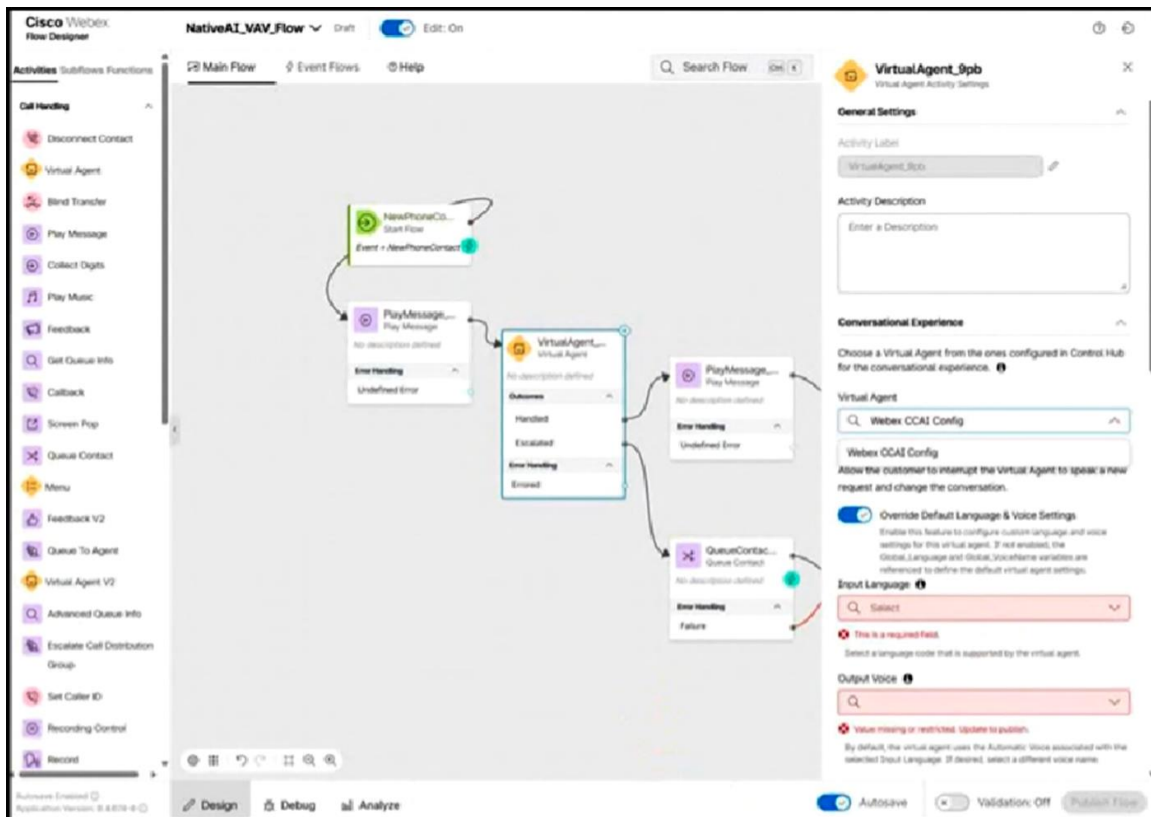
Answer: D

Explanation:

The Queue Task node is used in the Webex Connect flow to submit the email interaction to Webex Contact Center for routing and contact distribution. It places the digital interaction into the appropriate entry point or queue so an available agent can receive and handle it.

QUESTION 10

A Webex Contact Center Administrator trying to troubleshoot a flow design. The flow will play a message to the caller and will proceed to execute a Webex AI agent for further call processing. While troubleshooting the flow, the administrator notices that only Webex CCAI Config is present in the Virtual Agent field. The administrator verified that Webex AI agents are licensed for the organization and are ready for use within the flow. Which action must the administrator take to resolve the issue?



- A. Use Virtual Agent V2 node.
- B. Reload Flow Designer to refresh the configuration.
- C. Type the name of Webex AI agent in Virtual Agent field, save, and publish.
- D. Create a connector in Control Hub for Webex AI agent.

Answer: A

Explanation:

Webex AI Agent is configured through the Virtual Agent V2 node. The older Virtual Agent node is used for legacy CCAI-style virtual agent configurations, which is why only the Webex CCAI Config appears in the Virtual Agent field.

QUESTION 11

Which action must an administrator take in a Webex Contact Center voice flow to ensure that, after a customer selects option 2 for Spanish in the initial language menu, all AI Agent responses are delivered in Spanish using a consistent, professional executive-sounding Spanish voice, regardless of the caller's location or dialect?

- A. Assign a friendly voice name to the Global_VoiceName variable and add a Global-Language variable with the default language setting.
- B. Change only the Global_Language variable to "es-ES," as this global variable entity dictates both aspects, i.e., language and voice.
- C. Set the Global_Language variable to "es-ES" and Global_VoiceName to the company-approved Spanish voice system name.
- D. Set the Global_Language and Global_VoiceName variables to the default system string value "en-ES" to activate Spanish interaction.

Answer: C

Explanation:

The flow must explicitly set the global language variable to the required Spanish locale and set the global voice-name variable to the approved Spanish voice system name. This ensures the AI Agent uses Spanish for responses and applies the intended consistent voice regardless of caller location or dialect.

QUESTION 12

Quantum Innovations wants to automate the handling of these customer queries:

- product warranty details
- current promotions
- delivery timelines
- nearest store based on a postal code

The solution must provide accurate responses quickly and consistently. Which solution meets the customer requirements?

- A. IVR menu
- B. live agent
- C. scripted AI agent
- D. autonomous AI agent

Answer: D

Explanation:

An autonomous AI agent can understand customer intent, retrieve or generate accurate responses from connected business knowledge and systems, and handle varied self-service queries consistently without requiring a rigid predefined script.

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