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Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q13-Q18):

NEW QUESTION # 13

An engineer must generate a report that details the number of times an agent took or placed a call. Which Cisco Webex Contact Center Analyzer repository must be queried?

- A. Agent Activity Record
- B. Agent Session Record
- C. Customer Activity Record
- D. Customer Session Record

Answer: C

Explanation:

The Customer Activity Record repository contains contact-level activity details for call handling events, including calls taken or placed by an agent. Querying this repository provides the interaction activity needed to count the agent's handled and outbound call events.

NEW QUESTION # 14

What are the two types of Local Gateway trunking models with Webex Calling? (Choose two.)

- A. DNS-based trunks
- B. PSTN trunks
- C. certificate-based trunks
- D. registration-based trunks
- E. enterprise trunks

Answer: C,D

Explanation:

Webex Calling Local Gateway supports certificate-based trunks and registration-based trunks.

These trunking models define how the Local Gateway authenticates and establishes SIP connectivity with Webex Calling.

NEW QUESTION # 15

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

Answer: B

Explanation:

The Queue Task node is the Webex Connect node that routes a digital interaction to Webex Contact Center for distribution. Cisco's Webex Connect documentation states that Queue Task calls the Webex CC Queue Task API to queue the contact at Webex Contact Center. In an email digital-channel flow, the channel receives or creates the conversation in Webex Connect, but a live-agent handoff requires creating or queuing a task so Webex Contact Center can apply routing, queue selection, skills, and agent assignment. A Screen Pop node provides information to an agent desktop after routing has occurred; it does not queue the email. Create Conversation creates the conversation object but does not distribute the work to a contact center agent.

Add Participant is used to add a participant to a conversation, not to place the email interaction into the contact center routing engine. Therefore, Queue Task is the required node for contact distribution. Reference:

Webex Connect Help, Queue Task - WXCC; Webex CC Task Integration Nodes and Node Authorizations.

NEW QUESTION # 16

An administrator is designing a flow in Webex Connect that includes a Scheduled Callback activity node. Which two values must be provided to configure the Scheduled Callback node successfully? (Choose two.)

- A. phone ANI
- B. schedule date in YYYY-DD-MM format
- C. customer name
- D. schedule date in YYYY-MM-DD format
- E. schedule timezone

Answer: D,E

Explanation:

The Scheduled Callback node requires the callback schedule date in the supported YYYY-MM-DD format and the schedule timezone so Webex Connect can create the callback at the correct local time.

NEW QUESTION # 17

An engineer must generate a report that details the number of times an agent took or placed a call.

Which Cisco Webex Contact Center Analyzer repository must be queried?

- A. Agent Activity Record
- B. Agent Session Record
- **C. Customer Activity Record**
- D. Customer Session Record

Answer: C

Explanation:

The number of times an agent took or placed a call is counted from customer/contact activity data because the metric is tied to handled interactions, not simply to agent state. Cisco Analyzer divides data into agent records and customer records. Agent Activity Record is useful for state transitions such as available, idle, break, and activity-state duration. Agent Session Record summarizes the agent's login session. Customer Session Record summarizes the overall customer session. Customer Activity Record captures contact activities and interaction legs, which is where answered calls, outbound calls, transfer-related activity, and agent handling events are represented. When the business question is how many calls an agent took or placed, the repository must count interaction activity associated with the agent. That is why Customer Activity Record is the correct source. The distinction is important: agent repositories explain what the agent was doing over time, while customer activity repositories explain what happened to contacts and calls. Reference: Cisco Help, Cisco Webex Contact Center Analyzer User Guide; Webex Contact Center Analyzer Stock Reports.

NEW QUESTION # 18

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