

300-830 Practice Materials: Implementing Cisco Collaboration Cloud Customer Experience - 300-830 Test Preparation - Prep4pass



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Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q48-Q53):

NEW QUESTION # 48

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

Answer: A

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.

NEW QUESTION # 49

A Webex Contact Center manager wants to verify which contact sessions were recorded. Which stock report in Webex Contact Center Analyzer must be used to achieve the goal?

- A. Sites Contact Details
- B. Teams Contact Details
- C. CSR Report - Yesterday
- D. Usage Report

Answer: C

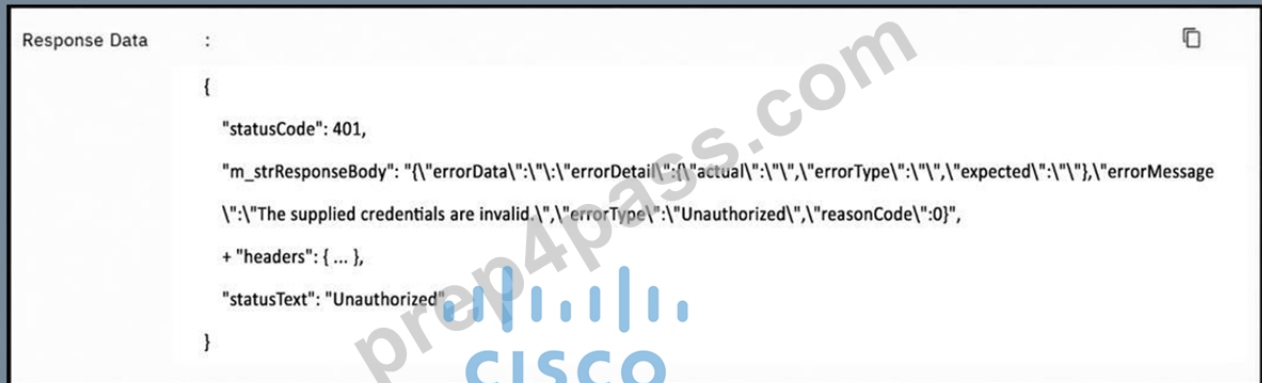
Explanation:

The CSR Report - Yesterday is based on Customer Session Records and provides contact-level session details, including whether a session was recorded. This allows the manager to verify which specific contact sessions have associated recordings.

NEW QUESTION # 50

Refer to the exhibit. A Webex Contact Center engineer is investigating chat digital channel failure.

The engineer checks the failing transaction in the Webex Connect flow debugger and sees this output for Resolve Conversation node. Which action must the engineer take to resolve the issue?



```
Response Data :
{
  "statusCode": 401,
  "m_strResponseBody": "{\"errorData\":{\"actual\":\"\",\"errorType\":\"\",\"expected\":\"\"},\"errorMessage\": \"The supplied credentials are invalid.\",\"errorType\":\"Unauthorized\",\"reasonCode\":0}\",
  + "headers": { ... },
  "statusText": "Unauthorized"
}
```

- A. Make sure that the Webex Contact Center connector under Integrations in Webex Contact Center is created and active.
- B. Make sure that the Webex Contact Center agent is using valid credentials.
- C. Change the Webex Contact Center administrator account password.
- D. Authorize Webex CC Task integration in Webex Connect with valid credentials.

Answer: D

Explanation:

The Resolve Conversation node uses the Webex CC Task integration to create or resolve the digital interaction task with Webex Contact Center. A 401 Unauthorized response with invalid credentials indicates that the integration authorization in Webex Connect is missing, expired, or using invalid credentials, so it must be reauthorized with valid credentials.

NEW QUESTION # 51

A customer wants supervisors to silently monitor agents without participants hearing monitoring tones. Which feature should be implemented?

- A. Whisper coaching
- B. Barge-in only
- C. Silent monitoring
- D. Call intercept

Answer: C

Explanation:

Silent monitoring allows supervisors to listen to agent calls without either party hearing audible tones or announcements. Whisper coaching differs because supervisors can privately speak to agents during calls. Barge-in actively joins the conversation, making the supervisor audible to all participants.

NEW QUESTION # 52

Refer to the exhibit. An engineer is developing a web chat workflow for the marketing department.

After the standard Live Chat workflow template is deployed, chats are failing. The chat widget on the website is visible. When a new chat is started, the message "Sorry, unable to process your request right now. Please try again later" is received. The engineer debugs the workflow and receives the response in the exhibit from the resolve node. Which action resolves the issue?

```
{
  "comciscoorgId": "4ebc486d-ff5f-4dea-8d26-167164d5b4ea",
  "datacontenttype": "application/json",
  "data": {
    "reason": "Create conversation failed:4614\nError Description: The specified Domain is not valid.\nError Details: List(The specified Domain is not valid.)",
    "transId": "2a2b2f3b-8f82-449d-9409-b377739a94c0",
    "id": "2a2b2f3b-8f82-449d-9409-b377739a94c0",
    "reasonCode": 1001,
    "operation": "created",
    "orgId": "4ebc486d-ff5f-4dea-8d26-167164d5b4ea"
  },
  "specversion": "1.0",
  "id": "3433a512-1e31-47fe-9dd5-e419ae590837",
  "source": "/com/cisco/wxcc/2a2b2f3b-8f82-449d-9409-b377739a94c0",
  "type": "task:resolve-failed"
}
```

- A. Set the Resolve Node Media Type to Live Chat and Media Channel to In-App Messaging.
- B. Set the Workflow Custom Variable liveChatDomain to a valid value.
- C. Set the Resolve Node Media Type to Chat and Media Channel to Live Chat.
- D. Set the Workflow Custom Variable chatDomain to a valid value.

Answer: B

Explanation:

The resolve node is failing because the workflow is passing an invalid domain value when creating the live chat conversation. In the standard Live Chat workflow template, the liveChatDomain custom variable must be set to the valid domain configured for the web chat asset so the conversation can be created successfully.

NEW QUESTION # 53

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