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Cisco Certification 300-830 Exam Dumps: Implementing Cisco Collaboration Cloud Customer Experience - ExamDiscuss High-effective Company

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Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q47-Q52):

NEW QUESTION # 47

An administrator is adding a custom connector to integrate a third-party application with their Webex Contact Center org using

OAuth 2.0 for authentication. Which two grant types must the administrator choose to accomplish this task? (Choose two.)

- A. Client credentials - client secret
- B. Client credentials - private key
- C. Server credentials - certificate
- D. Client credentials - token
- E. Client credentials - certificate

Answer: A,B

Explanation:

For an OAuth 2.0 custom connector, the supported client credentials grant options include authentication using a client secret or using a private key. These allow Webex Contact Center to obtain access tokens securely for server-to-server integration with the third-party application.

NEW QUESTION # 48

Refer to the exhibit. A Webex Contact Center engineer is deploying a chat digital channel widget for Companyabc. After the chat digital channel widget code is implemented in the company website, the chat digital channel widget does not load. While investigating Webex Contact Center, engineer sees this output in the web browser. What is causing this issue?

The screenshot shows the Webex Contact Center interface for configuring a Web Chat Asset. The asset is named 'WebChat' with ID '4891CCF3-90D1-40BC-822BEEA6DC8FAD3D'. Under the 'Websites' tab, there is a search bar and a table with one entry: 'WebChat ABC' with domain '*.company.com', widget color '#000000', and status 'Enabled'. Below this, a browser developer tool shows a GET request to 'chat-widget.ini.chat' with a host of 'chat-widget.ini.chat' and a path of '/webchat/4891CCF3-90D1-40BC-822BEEA6DC8FAD3D/settings'. The browser address bar shows 'chat-widget.ini.chat' and the developer tool shows the host as 'chat-widget.ini.chat'.

- A. companyabc.com domain missing in Webex Contact Center "Content security policy allowed list" configuration
- B. firewall blocking connection to chat-widget.ini.chat domain
- C. incorrect website domain configured for Web Chat Asset
- D. missing Webex Connect flow for chat digital channel

Answer: C

Explanation:

The Web Chat Asset is configured with a domain pattern that does not match the website domain shown in the browser request. Because the widget validates the requesting website against the configured asset domain, the chat widget fails to load when the

domain is incorrect.

NEW QUESTION # 49

An administrator must connect a customer call to an external IVR service while retaining control of the call and later return it to the original flow. Which node must the administrator use to make this happen?

- A. Blind Transfer node
- B. HTTP Request node
- C. Bridged Transfer node
- D. GoTo node

Answer: C

Explanation:

The Bridged Transfer node connects the caller to an external IVR or destination while Webex Contact Center retains control of the interaction. After the external service completes, the call can return to the original flow for continued processing.

NEW QUESTION # 50

An administrator must parse complex data returned from an API call within Flow Designer. The required logic cannot be implemented using Pebble Templates, so the administrator decides to use a function. Which two programming languages can the administrator use to write the function? (Choose two.)

- A. Typescript
- B. JavaScript
- C. Rust
- D. Python
- E. Go

Answer: B,D

Explanation:

Flow Designer functions support JavaScript and Python for implementing custom logic. These languages can be used to parse complex API response data and return processed values back into the flow when Pebble Templates are not sufficient.

NEW QUESTION # 51

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

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

Answer: B,E

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 # 52

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