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Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q59-Q64):

NEW QUESTION # 59

What are two characteristics of the Microsoft Dynamics 365 Connector integration for Cisco Webex Contact Center? (Choose two.)

- A. It supports OAuth certificate-based authentication.
- B. It provides agent state syncing between platforms.

- C. It provides customizable CRM agent workflows from WxCC.
- D. It supports TLS API encryption.
- E. It supports read-write and read-only configurations.

Answer: A,C

Explanation:

The Microsoft Dynamics 365 connector provides CRM integration from the Webex Contact Center agent experience and includes configuration that allows agent workflows and screen-pop behavior to be customized around Dynamics records. Cisco's Dynamics integration guide describes installing the CRM connector, configuring the channel provider, and customizing screen-pop and workflow behavior using parameters and variables. OAuth certificate-based authentication is also part of secure connector authorization patterns used in Cisco integration workflows where an application uses certificate/private-key material instead of a simple shared secret. Agent state syncing between platforms is not the defining connector characteristic in this option set; there are synchronization features involving Webex App or CRM presence, but the connector question is focused on Dynamics connector capabilities. TLS encryption is expected for HTTPS communications but is too generic to be a distinctive answer. Read-only/read-write is not the pair Cisco emphasizes for this connector question. Reference: Cisco Help, Integrate Webex Contact Center CRM Connector for Microsoft Dynamics 365; Configure custom connector for Webex Contact Center.

NEW QUESTION # 60

A customer wants to enable the Real Time Transcription (RTT) feature only for specific queues. This feature is enabled by using the Start Media Stream node in Flow Designer, so the administrator decides to control the enablement using a function. The function must check two input variables: `queue_ID` for the selected agent queue (a string) and `queue_IDs` for the list of queues that require the RTT feature (a list of dictionaries, where each dictionary has an `id` key for the queue ID). The function returns a boolean variable `rtt_Enabled` to the flow, which indicates whether RTT should be enabled.

Which function is correct when using Python?

A)



```
Language Python Runtime Python 3.13
1 from models import Request, Response
2
3 def handle(request: Request, response: Response):
4     # Do not remove the existing wrapper code, else your code might not execute properly
5     # Add your code below this line - sample given below
6
7     queue_List = request.data['inputs']['queue_IDs']
8     agent_Queue = request.data['inputs']['queue_ID']
9     rtt_Enabled = False
10
11     rtt_Enabled = agent_Queue in queue_List
12
13     response.data = {'rtt_Enabled' : rtt_Enabled}
14
15     return response
16
```

B)

```

Language Python Runtime Python 3.13
1 from models import Request, Response
2
3 def handle(request: Request, response: Response):
4     # Do not remove the existing wrapper code, else your code might not execute properly
5     # Add your code below this line - sample given below
6
7     queue_List = request.data['inputs']['queue_IDs']
8     agent_Queue = request.data['inputs']['queue_ID']
9     rtt_Enabled = False
10
11     for queue in queue_List:
12         if queue["id"] == agent_Queue:
13             rtt_Enabled = True
14         else:
15             rtt_Enabled = False
16
17     response.data = {'rtt_Enabled' : rtt_Enabled}
18
19     return response

```

C)

```

Language Python Runtime Python 3.13
1 from models import Request, Response
2
3 def handle(request: Request, response: Response):
4     # Do not remove the existing wrapper code, else your code might not execute properly
5     # Add your code below this line - sample given below
6
7     queue_List = request.data['inputs']['queue_IDs']
8     agent_Queue = request.data['inputs']['queue_ID']
9     rtt_Enabled = False
10
11     rtt_Enabled = any(queue["id"] == agent_Queue for queue in queue_List)
12
13     response.data = {'rtt_Enabled' : rtt_Enabled}
14
15     # Return the response object
16     return response
17

```

D)

- A. Option B
- B. Option C
- C. Option A
- D. Option D

Answer: B

Explanation:

Option C is correct because it checks membership by comparing the selected queue_ID string to the id value in each dictionary in the queue_IDs list. The input structure says queue_ID is a string and queue_IDs is a list of dictionaries, with each dictionary containing an id key. A direct expression like agent_Queue in queue_List fails because it compares a string to whole dictionary objects, not to their id values. A loop that sets rtt_Enabled to False inside the else branch can also produce wrong results because a nonmatching later dictionary can overwrite a previous match. The Python any() expression is the cleanest correct logic: it returns True if at least one dictionary has an id equal to the selected queue. The function then writes rtt_Enabled into response.data for the flow to consume before deciding whether to start the media stream. Reference: Cisco Help, Build and manage flows with Flow Designer; Flow Designer function runtime documentation.

NEW QUESTION # 61

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

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 # 62

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\":{\"errorDetail\":{\"actual\":\"\",\"errorType\":\"\",\"expected\":\"\"},\"errorMessage\":\"The supplied credentials are invalid\",\"errorType\":\"Unauthorized\",\"reasonCode\":\"0\"},\n+ \"headers\": {...},\n  \"statusText\": \"Unauthorized\"
}
```

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

Answer: B

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 # 63

What are the two current default rate limits for a given client ID when Webex Contact Center APIs are protected with rate limiting? (Choose two.)

- A. 300 requests per minute
- **B. 30 requests per second**
- **C. 1800 requests per minute**
- D. 300 requests per second
- E. 1000 requests per minute

Answer: B,C

NEW QUESTION # 64

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