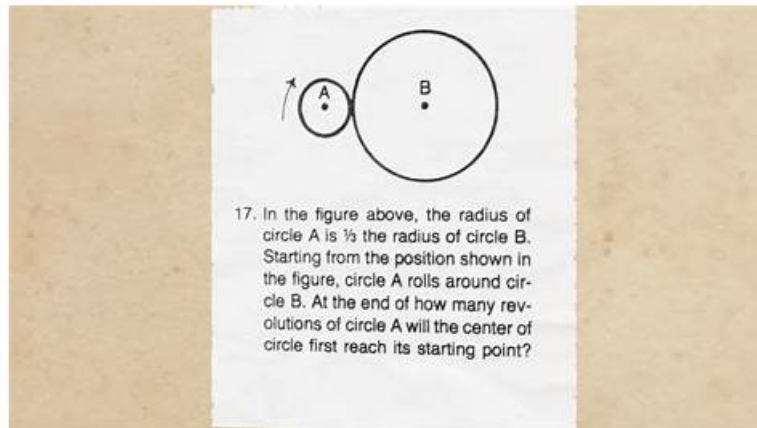


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Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q32-Q37):

NEW QUESTION # 32

An engineer is configuring an email channel for their organization. A virtual agent will route conversations in the channel to a live agent. The organization already contains several channels.

Which two actions must the engineer take as part of the configuration? (Choose two.)

- A. Create entry points.
- B. Create templates for digital channels.
- C. Authorize nodes.
- D. Onboard the company.
- E. Create channel assets.

Answer: A,E

Explanation:

An email channel requires a channel asset to define the email channel configuration and an entry point so incoming email conversations can enter Webex Contact Center routing. The entry point is then used to route the conversation through the configured workflow and eventually to a live agent.

NEW QUESTION # 33

An engineer deploys Webex Contact Center international dialing restrictions. Agents must call only approved countries. Which configuration is MOST appropriate?

- A. Queue overflow thresholds
- B. Desktop JSON restrictions
- C. Browser certificate pinning
- **D. Dial plan and outbound ANI policies**

Answer: D

Explanation:

Outbound dial permissions and dial plan policies control which destinations agents may call.

Administrators can restrict international dialing patterns and enforce approved ANI presentation.

Desktop layouts and queue thresholds do not provide telephony authorization control for outbound dialing behavior.

NEW QUESTION # 34

An engineer is configuring outdial telephony for a new Cisco Webex Contact Center deployment. Which two configurations are required? (Choose two.)

- **A. Enable Outdial on a desktop profile.**
- B. Add the agent to the outbound team.
- C. Automatic Number Identification in Flow Designer
- D. Assign a wrap-up reason to the outdial queue.
- **E. default outdial Automatic Number Identification at the tenant level**

Answer: A,E

Explanation:

Outdial telephony requires a default outdial ANI to be configured so outbound calls present a valid caller ID. The agent's desktop profile must also have Outdial enabled so the agent can access and initiate outbound calls from Agent Desktop.

NEW QUESTION # 35

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

Answer: B,D

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.

NEW QUESTION # 36

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

NEW QUESTION # 37

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