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Cisco - 300-830 - Implementing Cisco Collaboration Cloud Customer Experience Accurate Relevant Exam Dumps

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Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q58-Q63):

NEW QUESTION # 58

An administrator must set up a way to authenticate users via SMS using a randomly generated passcode. Which two nodes in Webex Connect are needed to implement this authentication? (Choose two.)

- A. Profile node
- B. Evaluate node
- C. Data Parser node
- D. Generate OTP node
- E. SMS node

Answer: D,E

Explanation:

The Generate OTP node creates the random one-time passcode used for authentication. The SMS node sends that passcode to the user's mobile number so the user can verify their identity.

NEW QUESTION # 59

A supervisor in a contact center must manage recording-related activities to ensure their team's compliance and maintain quality standards. Which three recording management capabilities can the supervisor perform in Webex Contact Center to effectively handle various recording management tasks that support operational efficiency? (Choose three.)

- A. Search for specific agent interactions with the customer.
- B. Delete recordings permanently.
- C. Filter the list of recordings based on set criteria.
- D. Tag recordings with descriptive keywords.
- E. Perform Retention Policy management.

Answer: A,C,D

Explanation:

Supervisors can manage recordings by searching for specific customer-agent interactions, filtering recordings based on defined criteria, and tagging recordings with descriptive keywords to support review, compliance tracking, and quality management workflows.

NEW QUESTION # 60

Cisco Webex Contact Center uses Local Gateway for PSTN services. The Webex Contact Center supervisor notices that callers receive the initial greeting, which allows them to select an option, and then the call drops. Which action helps to identify the cause of the issue?

- A. Review the Webex Contact Center Queues configuration.
- B. Review the Webex Contact Center Analyzer that checks the call logs.
- C. Verify that the Webex Contact Center channels are associated.
- D. Review the Webex Contact Center Flows configuration.

Answer: D

Explanation:

Since callers reach the initial greeting and can select an option, the PSTN and Local Gateway path are already delivering the call into Webex Contact Center. The drop after menu selection points to a problem in the flow logic, such as an invalid branch, missing routing step, incorrect transfer, or misconfigured next activity.

NEW QUESTION # 61

A collaboration engineer analyzes Webex Control Hub analytics and notices increased call failures from a specific branch office. Which action should be performed first?

- A. Disable SRTP temporarily
- B. Verify WAN performance and packet statistics
- C. Rebuild the organization tenant
- D. Replace all branch IP phones

Answer: B

Explanation:

When failures are isolated to a particular branch, WAN health and packet statistics should be investigated first. Latency, jitter, packet loss, or bandwidth saturation frequently affect collaboration quality and call success rates. Replacing phones or rebuilding tenants is excessive before verifying network conditions.

NEW QUESTION # 62

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

Answer: A

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 # 63

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