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## 2026 Cisco Fantastic Real 300-830 Testing Environment

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## Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q75-Q80):


### NEW QUESTION # 75

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  Runtime   
JavaScript  Node.js 22.x   
  
1- export const handle = async (request, response) => {  
2 // Do not remove the existing wrapper code, else your code might not execute properly  
3 // Add your code below this line - sample given below  
4  
5 const queue_List = request.data.inputs.queue_IDs;  
6 const agent_Queue = request.data.inputs.queue_ID;  
7 let rtt_Enabled = false;  
8  
9 rtt_Enabled = queue_List.includes(agent_Queue);  
10  
11 response.data = { 'rtt_Enabled': rtt_Enabled };  
12  
13 return response;  
14 }
```

- B.

```
Language  Runtime   
Python  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 |
```

- C.

```
Language  Runtime   
Python  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.

Language ⓘ Runtime ⓘ

Python 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
```



Answer: C

Explanation:

The function must compare the selected queue ID string against the id value inside each dictionary in the queue\_IDs list. Using a Python any() expression correctly returns True when at least one queue dictionary contains a matching id, and then returns that result as the rtt\_Enabled boolean variable to the flow.

#### NEW QUESTION # 76

Drag and Drop Question

A user has the agent role and needs a desktop experience that meets these requirements:

- stops receiving inbound engagements without affecting KPIs
- can transfer calls to frequent destinations
- can categorize the call intent

Drag and drop the actions that must be performed from the left onto the right to configure WxCC to accomplish this goal. Actions can be placed in any order. Not all options are used.

Create a multimedia profile that has the Exclusive profile type.

Create wrap-up codes and add them to the desktop profile.

Create an address book and add it to the user profile.

For the user profile, set the Screen Popups setting to On.

Create idle codes and add them to the desktop profile.

Create wrap-up codes and add them to the user profile.

Create idle codes and add them to the user profile.

Create an address book and add it to the desktop profile.

For the desktop profile, set the Screen Popups setting to On.

Actions

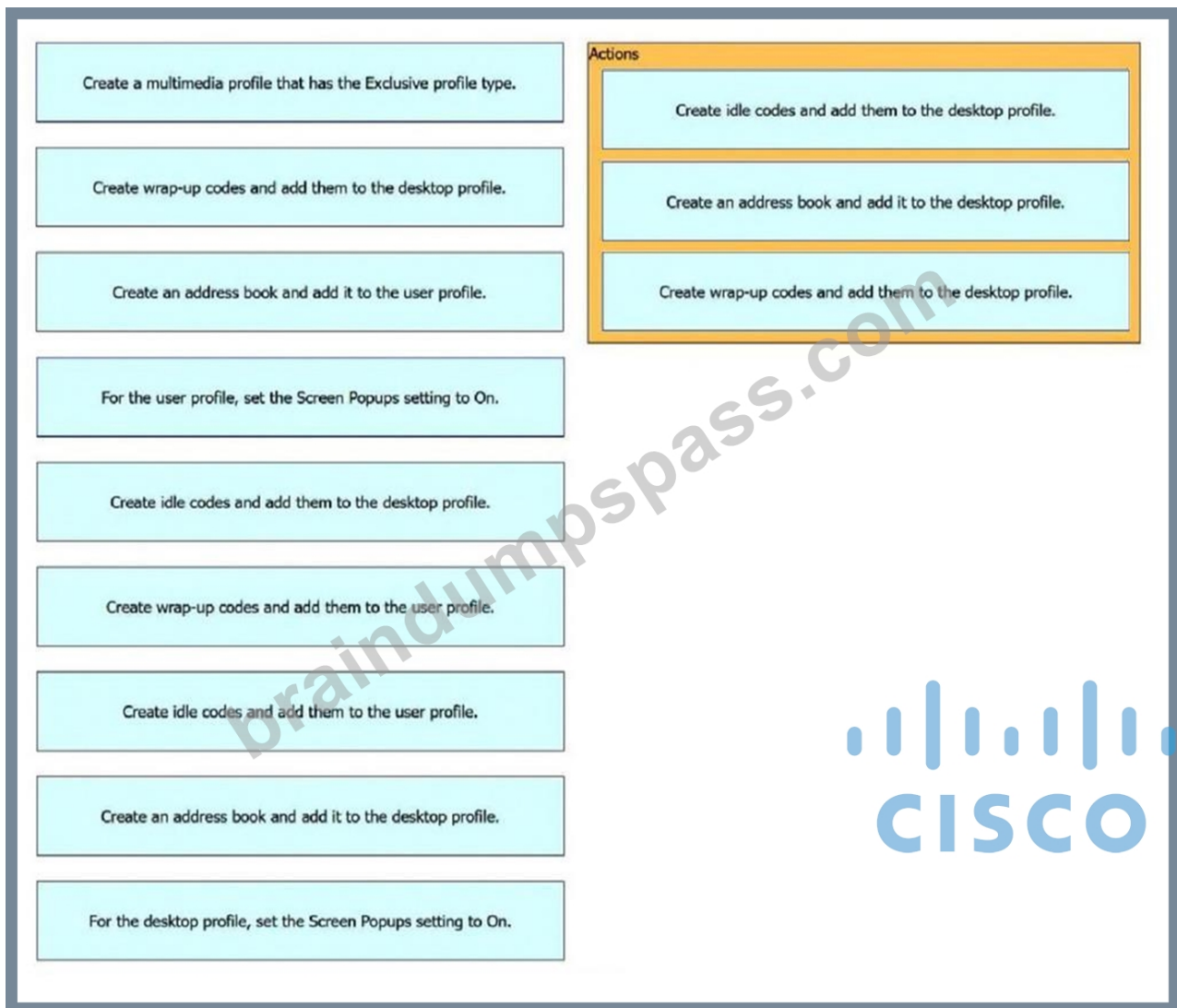
--

--

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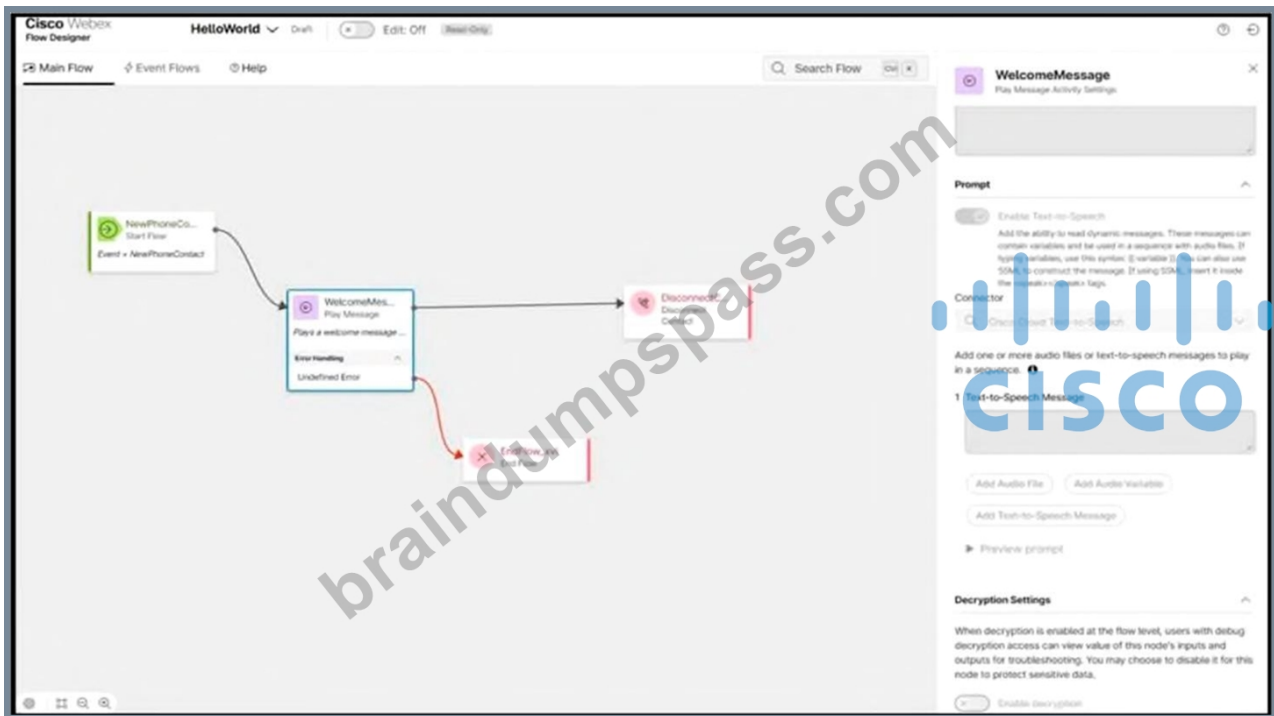
**Answer:**

Explanation:



**NEW QUESTION # 77**

Refer to the exhibit. A flow designer created a simple flow to play a message and disconnect the caller. Callers report that they cannot hear any message and the call drops. Why is the designer having this issue?



- A. The audio file is missing.
- B. There is a codec mismatch.
- C. Cisco Cloud Text to Speech engine is unavailable.
- D. There is no or invalid Text-to-Speech Message.

**Answer: D**

**Explanation:**

The Play Message activity is present, but the Text-to-Speech Message field is empty or invalid.

Because there is no valid prompt content to play, callers hear no message and the flow proceeds to disconnect the call.

### NEW QUESTION # 78

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

**Answer: A**

**Explanation:**

Bridged Transfer is the correct node because the requirement is not simply to send the caller away; the administrator must connect the caller to an external IVR while keeping Webex Contact Center call control and then resume the original flow. Cisco's Flow Designer documentation distinguishes Bridged Transfer from Blind Transfer. A blind transfer is terminal: once the call is transferred to the external number, the flow ends and the original flow logic no longer controls the interaction. A Bridged Transfer, by contrast, is designed for scenarios where the caller is temporarily connected to an external destination and then returned to the flow after the external interaction completes. An HTTP Request node is only for data exchange with an external service and cannot bridge media to an IVR. A GoTo node is internal flow navigation and cannot connect the caller to an external IVR. The call-control behavior in the scenario is therefore specifically the Bridged Transfer use case. Reference: Cisco Help, Build and manage flows with Flow Designer; Understand Routing and Queuing in Webex Contact Center.

### NEW QUESTION # 79

A user has the agent role and plans to sign in to Cisco Webex Contact Center desktop. Which system meets the requirements for WebRTC as the agent phone device?

A)

```
Operating system: Windows 11
Network bandwidth: 384 Kbps
Host type: Physical
Browser: Chrome
Browser configuration: Image option is enabled
Browser configuration: JavaScript is enabled
```

B)

```
Operating system: Windows 11
Network bandwidth: 512 Kbps
Host type: Physical
Browser: Chrome
Browser configuration: Medium security level
Browser configuration: Pop-up blocker is disabled
```

C)

```
Operating system: Chromium
Network bandwidth: 2 Mbps
Host type: Physical
Browser: Chrome
Browser configuration: Image option is enabled
Browser configuration: JavaScript is disabled
```

D)

```
Operating system: Windows 10
Network bandwidth: 1 Mbps
Host type: Virtual desktop infrastructure (VDI)
Browser: Firefox
Browser configuration: Enhanced Tracking Protection is disabled
Browser configuration: Cookies and site data is enabled
```

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

**Answer: D**

Explanation:

Option B is the only system profile that aligns with the Webex Contact Center Desktop WebRTC requirements shown in the exhibit. Cisco's desktop system requirements identify supported browsers and agent device models for calling, including Webex Calling desktop/app computer audio and WebRTC handling from Agent Desktop. A practical WebRTC station must have sufficient bandwidth, a supported operating system and browser, and browser settings that do not block required desktop behavior. Option A is weak because the 384 Kbps bandwidth value is below the practical WebRTC threshold shown by the comparison choices. Option C explicitly disables JavaScript, which prevents the browser-based desktop and WebRTC interaction logic from functioning properly. Option D uses a virtual desktop infrastructure condition, which is not the straightforward supported physical workstation profile presented by the question. Option B provides Windows 11, Chrome, physical host type, adequate bandwidth, a medium security level, and disabled pop-up blocking, making it the compliant choice. Reference: Cisco Help, System requirements for Webex Contact Center Desktop; Set up voice channels for Webex Contact Center.

## NEW QUESTION # 80

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