

300-830 Training Pdf & 300-830 Regualer Update

The image displays a template for an Employee Training Plan, divided into three main sections:

- Training Schedule and Activities:** This section contains four tables. Each table has columns for 'Activity/Phase', 'Activity Description', 'Category', 'Activity Start', 'Activity End', 'Status', and 'Comments'. The tables are color-coded: yellow for 'Activity/Phase', green for 'Status', and purple for 'Comments'.
- Competency and Performance Tracking:** This section includes a table with columns for 'Competency Area', 'Competency', 'Start Date', 'End Date', 'Status', 'Assessment Score', and 'Assessment Date'. It is color-coded with yellow for 'Competency Area', green for 'Status', and purple for 'Assessment Score'.
- Training and Meetings Attended:** This section includes a table with columns for 'Training Title', 'Start Date', 'End Date', 'Status', 'Assessment Score', and 'Assessment Date'. It is color-coded with yellow for 'Training Title', green for 'Status', and purple for 'Assessment Score'.

At the bottom of the template, it says 'Smartsheet Inc. ©2025'.

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

NEW QUESTION # 32

A deployment engineer must ensure that Webex Calling traffic receives priority treatment across the enterprise WAN. Which QoS approach is recommended?

- A. NAT prioritization
- B. Random Early Detection only
- C. DSCP EF for voice media
- D. Best-effort forwarding

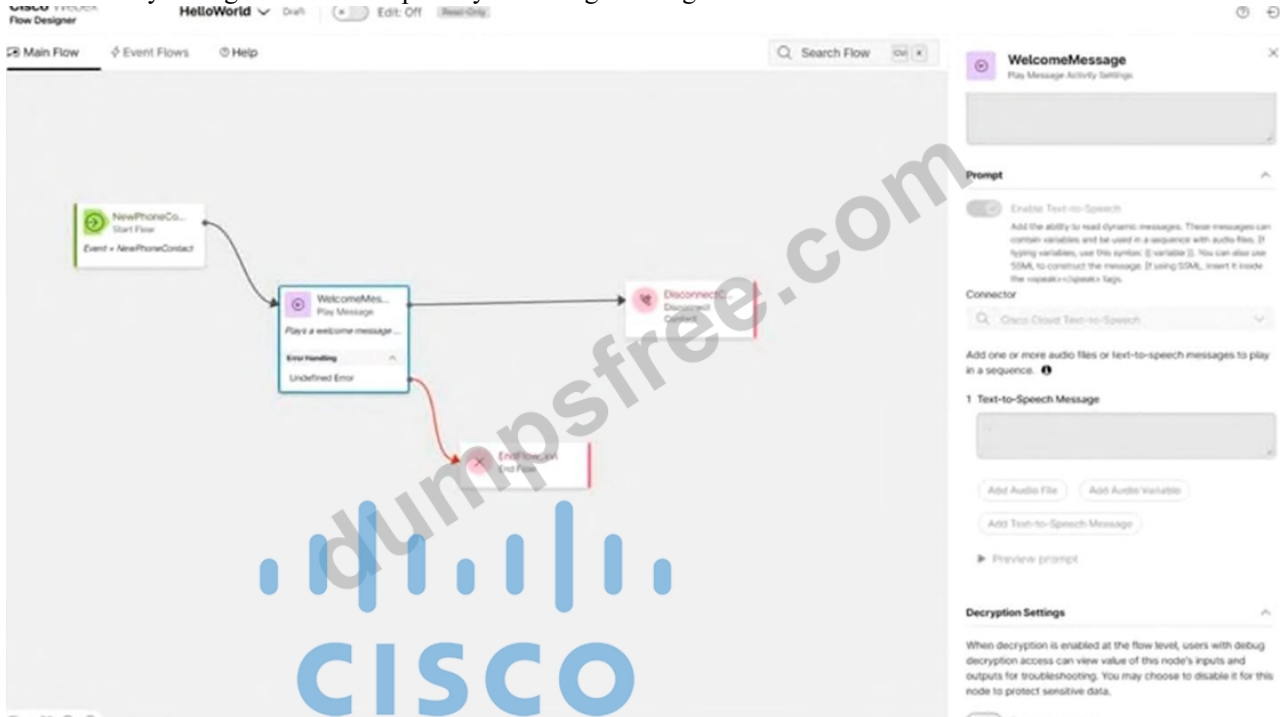
Answer: C

Explanation:

Cisco recommends marking voice media traffic with DSCP EF (Expedited Forwarding) to prioritize latency-sensitive audio traffic across the network. This improves call quality during congestion. Best-effort forwarding provides no prioritization, while NAT and RED do not specifically guarantee low-latency treatment for voice applications.

NEW QUESTION # 33

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

Answer: B

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 # 34

Refer to the exhibit. Agent X has a Skill Profile assigned and the Skill Profile has skills assigned according to their proficiency. In which two places can you define call routing criteria for routing calls to this agent? (Choose two.)

The screenshot shows the 'Skill Profile' configuration page for 'KB_Agents'. The page is divided into two main sections: 'General' and 'Active Skills'.

General Section:

- Name ***: KB_Agents
- Description**: Enter a description
- Referenced by**: Go to the list to view all references by entity type. [Reference list](#)

Active Skills Section:

Select one or more skills with their specified values.

Search by skill name: Filter:

Select	Skill name	Skill type	Skill value
<input checked="" type="checkbox"/>	Math	PROFICIENCY	5
<input checked="" type="checkbox"/>	Science	PROFICIENCY	5

- A. Allotted on Desktop Profile
- B. Assign skills in flow
- C. Assign skills to the queue
- D. Assigned to Capacity-based Teams
- E. Allocated to Channels

Answer: B,C

Explanation:

Skill-based routing criteria can be defined by assigning skill requirements to the queue and by specifying skill requirements in the flow when routing the contact. These criteria are matched against the agent's assigned Skill Profile and proficiency values to determine whether the agent is eligible to receive the call.

NEW QUESTION # 35

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

- A. It provides customizable CRM agent workflows from WxCC.
- B. It supports OAuth certificate-based authentication.
- C. It provides agent state syncing between platforms.
- D. It supports TLS API encryption.
- E. It supports read-write and read-only configurations.

Answer: A,B

Explanation:

The Microsoft Dynamics 365 connector supports certificate-based OAuth authentication for secure integration with Dynamics 365. It also supports CRM-integrated agent workflows, such as screen pops, case handling, and activity logging from the Webex Contact Center integration.

NEW QUESTION # 36

An engineer configures a callback feature in Webex Contact Center. Customers report receiving callbacks long after the promised time window. Which metric should be analyzed first?

- A. Callback retry interval and queue backlog

- B. Queue wait threshold
- C. Agent idle timeout
- D. SIP registration expiration timer

Answer: A

NEW QUESTION # 37

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