

# 300-830 Unterlagen mit echte Prüfungsfragen der Cisco Zertifizierung



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## Cisco Implementing Cisco Collaboration Cloud Customer Experience 300-830 Prüfungsfragen mit Lösungen (Q30-Q35):

### 30. Frage

A Webex Contact Center Administrator is trying to configure team-based call distribution. The requirement is to handle Sales Queue calls before Accounting Queue calls.

- All Sales calls in the queue must be routed to agents before

Accounting calls.

- If an older Accounting call is in the queue and a Sales call is received by the system, the Sales call must get priority.
  - When no Sales call is in the queue, Accounting calls can be routed to agents.
- How can this be achieved within team configuration?

- A. Ask agents to ignore Accounting calls.
- B. Select Skill Profile with Sales only Skill.
- **C. Configure queue ranking.**
- D. Configure capacity based queues.

**Antwort: C**

Begründung:

Queue ranking controls the priority of queues within team-based call distribution. By ranking the Sales Queue higher than the Accounting Queue, Sales calls are routed first even when Accounting calls have been waiting longer, while Accounting calls are routed only when no higher-ranked Sales calls are waiting.

### 31. Frage

A Webex administrator is adding a new phone number allocated by their Cloud Connected PSTN provider to be configured as Webex Contact Center Entry Point to route inbound calls into the Contact Center IVR. Which two numbers must be used to configure the phone number? (Choose two.)

- **A. +1-450-783-2223**
- B. [450] 783-2223
- **C. (450) 783-2223**
- D. #450 783-2223
- E. 450.783.2223

**Antwort: A,C**

Begründung:

Control Hub normalizes Webex Calling and Webex Contact Center numbers into E.164 format, and Cisco's voice channel setup guidance explains that numbers routed from Cloud Connected PSTN or Local Gateway are provisioned in +E.164 format for Control Hub. The fully qualified +1-450-783-2223 format is therefore valid. Cisco interfaces also accept common national display formatting for number entry in many workflows, such as parentheses around the area code, which corresponds to (450) 783-2223 in the option set. The bracketed version, hash-prefixed value, and dotted format are not acceptable telephony number formats for configuring a Webex Contact Center entry point number. The key is that the number must represent a valid PSTN telephone number that Control Hub can store and map to the entry point. The +E.164 version is the canonical final representation; the national style is an accepted entry/display form. Reference: Cisco Help, Set up voice channels for Webex Contact Center; Set up voice settings for Webex Contact Center.

### 32. Frage

A Webex Contact Center environment uses only Webex Calling registered endpoints for agent connection and requires that unanswered customer calls are requeued to be handled by the next available agent. Any direct unanswered call to the agent must roll to their designated voicemail. Which configuration meets this requirement?

- A. Adjust the contact center's RONA timer with a duration longer than the number of rings set for the agent's voicemail.
- B. Configure two lines on agent endpoints to differentiate between contact center calls and direct calls.
- **C. Configure the Redirection on No Answer (RONA) timer to a duration shorter than the number of rings configured for the agent's voicemail.**
- D. Disable the voicemail setting that forwards unanswered calls to the agent's voicemail.

**Antwort: C**

Begründung:

The RONA timer must expire before the agent endpoint forwards the call to voicemail. This allows unanswered contact center calls to be requeued and offered to the next available agent, while ordinary direct calls can still follow the agent's voicemail ring behavior.

### 33. Frage

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. Assign a wrap-up reason to the outdial queue.
- D. Automatic Number Identification in Flow Designer
- E. default outdial Automatic Number Identification at the tenant level

Antwort: A,E


Begründung:

Outdial calling in Webex Contact Center needs both a tenant or system caller-ID source and a desktop permission path that lets the agent place outbound calls. Cisco's Control Hub voice settings document the Default Outdial ANI field, which determines the default caller ID used for outdial behavior when a dial number is not otherwise mapped. Cisco's desktop profile documentation then controls whether an agent can actually use outdial from Agent Desktop. When Outdial is enabled on the desktop profile, the administrator selects the outdial entry point and, where applicable, the Outdial ANI list. Adding an agent to an outbound team is campaign-related and not a prerequisite for ordinary outdial. ANI in Flow Designer can influence call presentation in flows, but it is not the required administrative setup for agent outdial. A wrap-up reason for an outdial queue is useful for classification after a contact, not the base telephony enablement. Reference: Cisco Help, Set up voice settings for Webex Contact Center; Manage desktop profiles.

### 34. Frage

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

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

Antwort: B

Begründung:

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.

### 35. Frage

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