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Cisco Implementing Cisco Collaboration Cloud Customer Experience Sample Questions (Q42-Q47):

NEW QUESTION # 42

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. SIP registration expiration timer
- D. Agent idle timeout

Answer: A

Explanation:

Delayed callbacks are commonly related to queue congestion combined with retry interval settings. If callback requests remain queued because of insufficient agent availability or aggressive retry timing, customers may receive delayed responses. SIP registration timers and idle timeouts do not significantly affect callback scheduling workflows.

NEW QUESTION # 43

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

Answer: A

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 # 44

A company wants to provide business continuity if WAN connectivity to Webex Calling is interrupted. Which Cisco solution supports local call survivability?

- A. Unified Border Element media bypass only
- B. Webex Edge Audio
- **C. Survivable Gateway**
- D. Cisco Emergency Responder

Answer: C

Explanation:

A Survivable Gateway enables local call processing functionality during WAN or cloud outages. Phones can continue placing internal and limited PSTN calls even if connectivity to Webex Calling services fails. Edge Audio and Emergency Responder address different collaboration requirements unrelated to local survivability.

NEW QUESTION # 45

The Cisco Webex Contact Center manager asks for a report that summarizes this information from the previous week:

List of each call -

Caller's number -

Queue and queue duration -

Final agent -

Drag and drop the fields from the left onto the corresponding categories on the right that are needed to create this report. Not all options are used.



Answer:

Explanation:



Explanation:

Repository: Customer Session Record.

Segment Data: Contact Start Timestamp and Queue Duration.

Profile Variable: ANI, Agent Login, and Final Queue Name.

The report needs one row for each call, the caller's number, queue timing, and final agent. Cisco Analyzer separates data into repositories and data classes. Customer Session Record is the proper repository because it represents the end-to-end customer contact session and contains the contact session identifier needed for a list of calls. Contact Start Timestamp and Queue Duration are segment-level metrics that describe when the contact began and how long it waited in the queue. ANI, Agent Login, and Final Queue Name are profile or reporting variables that identify the caller's number, the final handling agent, and the queue outcome. Burn Index, abandoned service-level count, and idle code fields are not part of this requested report. Agent Activity Record would be appropriate for agent state history, but this report is customer-contact centered. Customer Activity Record is useful for detailed contact activities, but the drag-and-drop target asks for the repository and field groupings shown. Reference: Cisco Help, Cisco Webex Contact Center Analyzer User Guide; Webex Contact Center Analyzer Stock Reports.



NEW QUESTION # 46

An enterprise requires that customer interaction recordings remain within a specific geographic region for compliance reasons. Which Webex Contact Center capability addresses this requirement?

- A. QoS DSCP rewriting
- B. Local survivability gateway
- C. SRST failover mode
- **D. Regional media storage policies**

Answer: D

Explanation:

Regional media storage policies help organizations comply with data residency regulations by ensuring recordings and interaction data remain stored within approved geographic regions.

SRST and survivability address telephony continuity, while DSCP rewriting only impacts traffic prioritization and has no relationship to compliance storage requirements.

NEW QUESTION # 47

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