

Cisco

300-830

Implementing Cisco Collaboration Cloud Customer Experience v1.0

Questions & Answers (Demo)

Version: 4.0

Question: 1

A customer using Webex Contact Center wants to transition from traditional agent-based routing to a skill-based routing model that uses skill criteria assigned to the queue functionality to enhance efficiency and customer satisfaction.

Which two essential configuration actions must the administrator complete to successfully take this transition? (Choose two.)

- A. Associate agents directly with the queue.
- B. Assign call distribution groups to queues.
- C. Assign skill profile directly to agents.
- D. Associate skill criteria to the queues.
- E. Assign skill criteria to the agent teams that are grouped into call distribution groups.

Answer: CD

Explanation:

In Webex Contact Center, skill-based routing is built from two sides: the queue must express the skill requirement, and the agent must have the matching skill profile. Cisco's official routing and queueing documentation separates skill-based queues from non-skill queues and describes both skill criteria assigned directly to a queue and skill requirements assigned in a flow. Because the question specifically says the customer wants to use skill criteria assigned to queue functionality, the queue configuration must include the skill criteria. The agent side is handled through the skill profile assigned in the agent's settings; that profile carries the agent's skill values and proficiencies used by routing. Associating agents directly to the queue is a non-skill or agent-assignment model, and call distribution groups are for expanding team eligibility over time, not for defining agent skills. Assigning skill criteria to teams is also not the model Cisco documents. Reference: Cisco Help, Understand Routing and Queueing in Webex Contact Center; Create queues and configure routing

patterns.

Question: 2

An engineer is configuring outdial telephony for a new Cisco Webex Contact Center deployment.

Which two configurations are required? (Choose two.)

- A. Add the agent to the outbound team.
- B. default outdial Automatic Number Identification at the tenant level
- C. Automatic Number Identification in Flow Designer
- D. Assign a wrap-up reason to the outdial queue.
- E. Enable Outdial on a desktop profile.

Answer: BE

Explanation:

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.

Question: 3

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

Answer: A

Explanation:

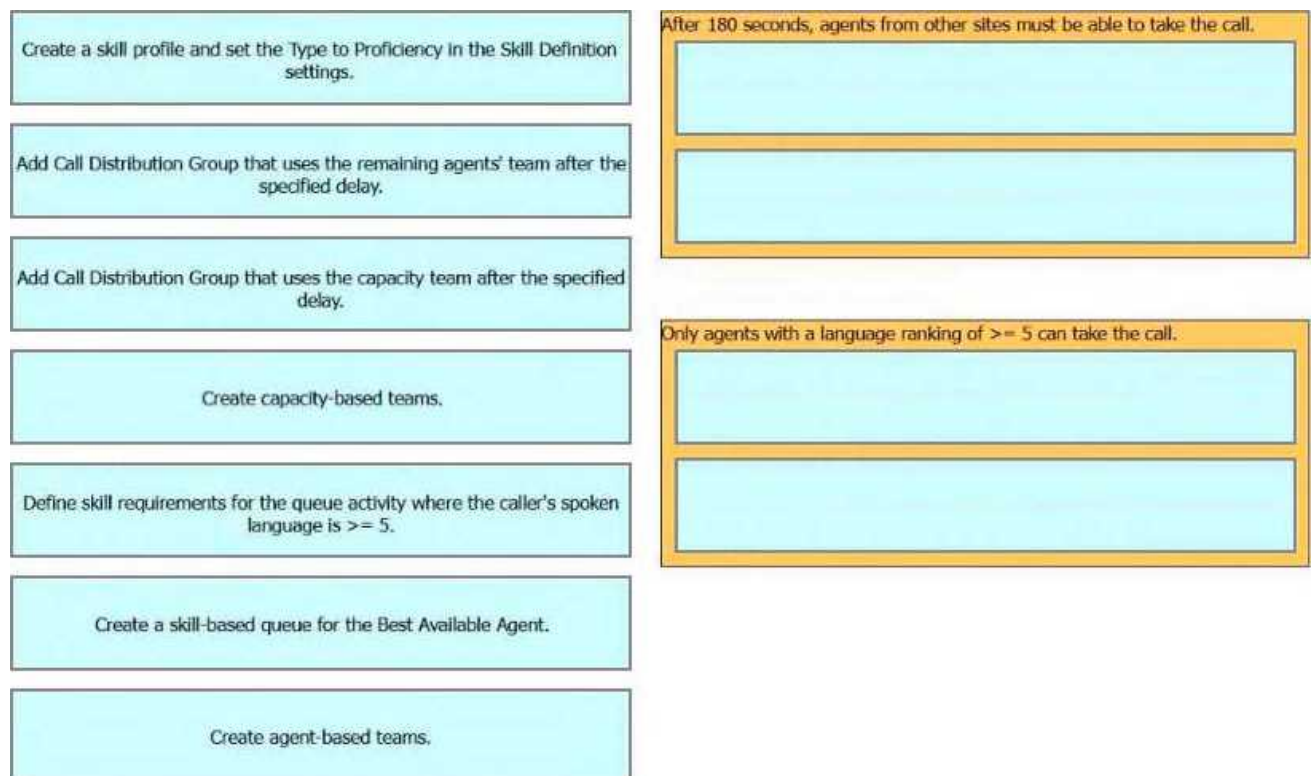
Bridged Transfer is the correct node because the requirement is not simply to send the caller away; the administrator must connect the caller to an external IVR while keeping Webex Contact Center call control and then resume the original flow. Cisco's Flow Designer documentation distinguishes Bridged 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 Queueing in Webex Contact Center.

Question: 4

DRAG DROP

An engineer is designing a Cisco Webex Contact Center call queue.

Drag and drop the configuration actions from the left that are needed to meet the call queue requirements to the right. Not all options are used.



Answer:

Explanation:

See mapping below

After 180 seconds, agents from other sites must be able to take the call: Create agent-based teams; Add a Call Distribution Group that uses the remaining agents' team after the specified delay.

Only agents with a language ranking of ≥ 5 can take the call: Create a skill profile and set Type to Proficiency in the Skill Definition settings; Define skill requirements for the Queue activity where the caller's spoken language is ≥ 5 .

The completed mapping follows Cisco's two different routing constructs. For the 180-second requirement, the call first targets the local or primary agents and then expands after a delay. Cisco documents Call Distribution Groups as the method used by non-skill queues to define levels of teams that become eligible after configured intervals. That is why an agent-based team plus a delayed call distribution group is the right match; a capacity-based team is used for unmanaged destinations and does not represent normal agent routing. The language-ranking requirement is different. It must be handled through skills and proficiency. Cisco documents skill definitions, skill profiles, and queue skill requirements as the pieces used to limit routing to agents with matching skill values. Therefore the skill definition must use Proficiency and the Queue activity must define the language requirement of

at least 5. A Best Available Agent queue alone is insufficient unless the skill requirement is actually applied. Reference: Cisco Help, Understand Routing and Queueing in Webex Contact Center; Create queues and configure routing patterns.



Question: 5

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.

Answer: C

Explanation:

RONA must expire before voicemail answers. Cisco's voice channel guidance for Webex Contact Center and Webex Calling explains that, when agents use Webex Calling endpoints, unanswered contact center calls should be redirected back to the contact center queue before the endpoint's voicemail rule answers. If voicemail answers first, the customer call is effectively consumed by the agent's mailbox instead of being requeued for the next available agent. Setting the RONA timer shorter than the voicemail ring interval causes the contact center platform to classify the offered contact as no-answer and requeue it. Direct calls to the agent still follow the normal Webex Calling voicemail configuration, so voicemail continues to work for non-contact-center calls. Making RONA longer than voicemail is exactly the wrong direction. Two lines may help operational separation but are not required for this behavior. Disabling voicemail would break the stated requirement that direct unanswered calls roll to voicemail. Reference: Cisco Help, Set up voice channels for Webex Contact Center.