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Cisco 300-830

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Topic Break Down

Topic	No. of Questions
Topic 1, Webex Contact Center Administration	40
Topic 2, Webex Contact Center Call Flows	21
Topic 3, Webex Contact Center Digital Channels	16
Topic 4, Webex Contact Center Reporting and Analytics	6
Topic 5, Webex Experience Management	1
Topic 6, Mix Questions	1
Total	85

QUESTION NO: 1

Refer to the exhibit.

The screenshot displays the 'Agent Settings' configuration interface. It includes the following fields and values:

- Site ***: Site-1
- Teams**: CiscoTeam (with a 'Clear All' button next to it)
- Desktop Profile ***: Agent-Profile
- Multimedia Profile**: None
- Skill Profile**: Select

A Webex Contact Center agent has no Multimedia Profile assigned to it, yet the agent can accept voice and digital channels

Which configuration object's Multimedia profile is inherited by the agent?

- A. Skill Profile
- B. Desktop Layout
- C. Site
- D. Desktop Profile
- E. Team

ANSWER: E

Explanation:

Team is correct. In Webex Contact Center, a multimedia profile defines an agent's channel capacity and concurrency settings for media such as voice, chat, email, and social messaging. A multimedia profile can be configured directly for an individual agent, which takes precedence when present. When no multimedia profile is explicitly assigned at the agent level, Webex Contact Center applies the multimedia profile associated with the agent's team. This team-level assignment supplies the operational channel-capacity settings that allow the agent to receive voice and digital contacts.

This inheritance model lets administrators consistently control workload behavior for groups of agents without requiring a separate profile assignment for every user. Teams therefore provide the default multimedia handling configuration for their members, while an individual assignment is available when a particular agent needs an exception to the team standard. The agent's ability to accept both voice and digital channels in the stated situation indicates that the team has a multimedia profile configured and that this profile is being inherited. Cisco's Webex Contact Center administration resources describe the configuration of teams, agents, and multimedia channel handling: [Webex Contact Center Help Center](#) and [Cisco Webex Contact Center support documentation](#).

QUESTION NO: 2

An organization enables AI Assistant real-time transcripts for inbound voice calls. The AI Assistant service is enabled, but supervisors report that conversations routed through a newly deployed flow do not produce live transcripts.

Which flow change must be made?

- A. Add a Media Stream activity before the call is sent to the queue or agent.
- B. Add a Media Stream activity only after the Agent Answered event.
- C. Add a Condition activity before every queueing activity.
- D. Replace the voice flow with a scripted AI agent flow.

ANSWER: A

Explanation:

Add the **Media Stream** activity on the inbound call path before the contact is queued or delivered to an agent. The Media Stream activity establishes the audio stream that Webex Contact Center uses for real-time transcription.

Adding the activity after the Agent Answered event can prevent the required media stream from being available for the interaction. Condition activities and scripted AI agent configuration do not establish the live voice media stream needed by the transcription service.

QUESTION NO: 3

Refer to the exhibit.

Skill Profile KB_Agents

General

Name *

Description

Referenced by [Go to the list to view all references by entity type](#)

[Reference list](#)

Active Skills Select one or more skills with their specified values.

Filter

Select	Skill name	Skill type	Skill value
☒	Math	PROFICIENCY	5
☒	Science	PROFICIENCY	5

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.)

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

E. Assign skills in flow

ANSWER: B E

Explanation:

Assign skills to the queue and **Assign skills in flow** are the two contact-routing locations where Webex Contact Center skill requirements can be defined. A queue can contain skill requirements that establish the eligible-agent criteria for contacts entering that queue. The routing engine compares those requirements with the skills and proficiency values available through an agent's assigned skill profile, allowing the contact to be offered to an appropriately qualified agent such as Agent X.

A flow can also define skills when it routes a contact. In Flow Designer, the Queue Contact activity supports skill requirements, enabling the flow to apply routing criteria at the point the contact is queued. This supports dynamic routing decisions because the flow can determine the required skills from contact data, customer selections, or other flow logic before the contact is sent for agent selection. In both cases, the agent's skill profile provides the agent-side capabilities, while the queue or flow supplies the contact-side requirements used for skill-based matching.

See Cisco's Webex Contact Center documentation for [managing queues](#) and the [Flow Designer](#) overview.

QUESTION NO: 4

A quality manager requires supervisors to review synchronized agent desktop screen activity and customer-call audio for coaching and compliance purposes.

Which two items are required to provide this capability? (Choose two.)

- A. Webex Workforce Optimization (WFO)
- B. Quality Management license
- C. Webex Connect Platform
- D. Custom connector for the CRM application
- E. Webex Contact Center Premium Agent license only

ANSWER: A B

Explanation:

Webex Workforce Optimization (WFO) provides the quality-management recording environment used for interaction review, including screen and audio recording workflows. A **Quality Management license** provides the required entitlement for quality-management capabilities and access.

Webex Connect is used for customer-interaction orchestration and digital-channel workflows, not for supervisor screen-recording review. A custom connector or a CRM integration can enrich an agent workflow but does not replace WFO recording and quality-management licensing.

QUESTION NO: 5

A Webex Contact Center manager wants to synchronize Webex App presence states with the Webex Contact Center Agent Desktop to improve agent efficiency. Also, the manager wants the Agent Desktop to automatically switch to the already configured the "WebexAppCall" Webex Contact Center idle state when an agent is engaged in a non-Webex Contact Center call on the Webex App.

Which three actions must be taken to meet these requirements? (Choose three.)

- A. Enable "Webex App Integration" under Desktop > Webex App configuration.

B. Map the “Outgoing Call” Webex Availability State to the “WebexAppCall” Webex Contact Center Idle code under Desktop > Webex App configuration.

C. Add the “WebexAppCall” Webex Contact Center Idle code to a desktop layout and assign it to the team that agents are part of.

D. Enable “State Synchronization” under Collaboration > Webex App in the Desktop Profile that will be used by agents.

E. Map the “On a Call” Webex Availability State to the “WebexAppCall” Webex Contact Center Idle code under Desktop > Webex App configuration.

F. Enable “State Synchronization” under Desktop > Webex App configuration.

G. Enable “Webex App Integration” and “State Synchronization” under Desktop > Webex App configuration, and map “On a Call” to the “WebexAppCall” Webex Contact Center idle code.

ANSWER: G

Explanation:

Enable “Webex App Integration” under Desktop > Webex App configuration; enable “State Synchronization” under Desktop > Webex App configuration; and map the “On a Call” Webex Availability State to the “WebexAppCall” Webex Contact Center idle code under Desktop > Webex App configuration. Together, these settings establish the Webex App connection for Agent Desktop, activate bidirectional state awareness, and define the required state-to-idle-code behavior. When an agent is on a Webex App call that is not handled by Webex Contact Center, Webex App reports the relevant availability as “On a Call.” The configured mapping causes Agent Desktop to place the agent in the preconfigured WebexAppCall idle state, preventing contact routing while the agent is occupied. State synchronization is configured in the Webex App area of the Webex Contact Center desktop settings, where the administrator enables integration and associates Webex availability states with Contact Center idle codes. This configuration supports accurate agent availability and reduces the need for agents to manually change their desktop state when they begin or end Webex App activity. Cisco’s Webex Contact Center administration documentation covers desktop and Webex App integration configuration in [Set up and administer Webex Contact Center](#).

QUESTION NO: 6

A developer is building an integration that periodically synchronizes Webex Contact Center queue data. During peak processing, the integration receives HTTP 429 responses.

Which two actions should the developer implement to handle the condition correctly? (Choose two.)

- A. Pace requests to remain within the permitted rate.
- B. Respect service-provided retry timing before retrying.
- C. Immediately retry each failed request until it succeeds.
- D. Request a new OAuth access token for every HTTP 429 response.
- E. Disable the queue synchronization after the first HTTP 429 response.

ANSWER: A B

Explanation:

The integration should **pace requests to remain within the permitted rate** and **respect retry timing supplied by the service before retrying**. HTTP 429 indicates that the client has exceeded an applicable request limit. Controlled pacing and retry behavior prevent repeated throttling and reduce unnecessary load on the service.

Immediately resubmitting failed requests can extend the throttling condition. Obtaining a new OAuth token does not remove a rate-limit restriction, because rate limiting is applied to the API client request volume rather than corrected through token renewal.

QUESTION NO: 7 - (DRAG DROP)

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

ANSWER:

Answer:

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

Create idle codes and add them to the desktop profile.

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

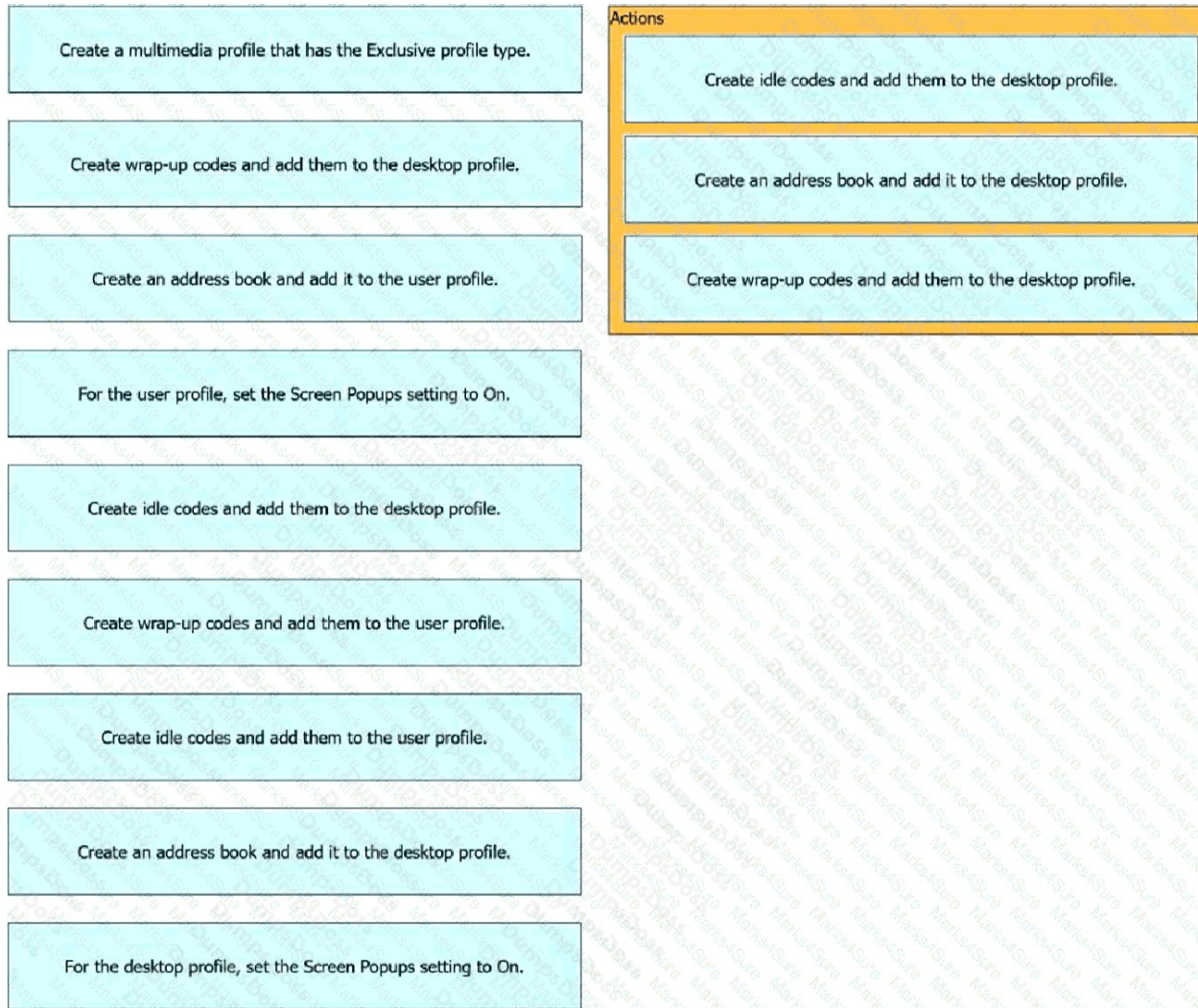
Create wrap-up codes and add them to the desktop profile.

Answer:

Explanation:

Create idle codes and add them to the desktop profile. Create an address book and add it to the desktop profile. Create wrap-up codes and add them to the desktop profile. The requested desktop experience maps to three desktop-profile objects. First, to stop receiving inbound engagements without hurting KPIs, agents need an idle code configured in the desktop profile. Idle codes allow agents to move out of available status for recognized reasons rather than appearing as missed or mishandled contacts. Second, to transfer calls to frequent destinations, the administrator creates an address book and assigns it to the desktop profile so those destinations are available in Agent Desktop consult and transfer workflows. Third, to categorize the call intent, wrap-up codes must be created and added to the desktop profile so agents can classify the interaction after handling. A multimedia profile set to Exclusive would restrict simultaneous contacts, but it does not address transfer destinations, KPI-safe unavailable states, or call intent classification. Screen pop settings are related to CRM display behavior, not this stated goal. Reference: Cisco Help, Manage desktop profiles; Webex Contact Center Setup and

Administration Guide.



Explanation:

The required experience is delivered through resources assigned to the agent's desktop profile. The first requirement is to stop receiving inbound engagements without creating an unfavorable KPI result. Idle codes provide the controlled agent states used when an agent is temporarily unavailable for a defined business reason. By making the relevant idle codes available in the desktop profile, the agent can select the appropriate state in Webex Contact Center Agent Desktop, and the reason is captured for operational reporting.

For transfers to regularly used destinations, the desktop profile needs an address book. The address book makes configured contacts and transfer targets available to the agent during the consult and transfer workflow. This removes the need for the agent to repeatedly search for or manually enter common destinations and supports a consistent transfer experience.

Call-intent categorization is accomplished with wrap-up codes. After an interaction, the agent selects the appropriate wrap-up value to record the outcome, purpose, or classification of the contact. Assigning those codes to the desktop profile ensures they are available to the agent who uses that profile. Together, idle codes, an address book, and wrap-up codes directly provide the requested availability control, frequent-transfer access, and interaction categorization. Cisco's documentation describes desktop-profile configuration and the assignment of these agent desktop resources in the [Webex Contact Center desktop profile management guide](#), while the [wrap-up code management guide](#) explains how wrap-up selections capture post-contact information.

QUESTION NO: 8

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:

Configure the Redirection on No Answer (RONA) timer to a duration shorter than the number of rings configured for the agent's voicemail. RONA controls how long Webex Contact Center allows an agent to answer an offered contact before treating the offer as unanswered. When the RONA period expires first, the platform withdraws the contact from that agent, applies its no-answer handling, and returns the customer interaction to the queue so it can be offered to another available agent.

This timer relationship is particularly important when the agent is connected through a Webex Calling registered endpoint. The endpoint's voicemail service is also capable of answering an incoming call after its configured ring interval. By ensuring that the contact center's RONA interval expires before that voicemail interval, the contact center retains control of unanswered queue-delivered customer calls rather than allowing the agent mailbox to answer them. At the same time, voicemail remains enabled and continues to answer ordinary direct calls to the agent according to the Webex Calling voicemail configuration. Cisco documents RONA as the no-answer mechanism for agent contact delivery and documents voicemail behavior as part of Webex Calling call-handling settings. See the [Webex Contact Center Setup and Administration Guide](#) and [Webex Calling voicemail settings in Control Hub](#).