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**Exam** : **300-830**

**Title** : Implementing Cisco Collaboration Cloud Customer Experience (CLCCE)

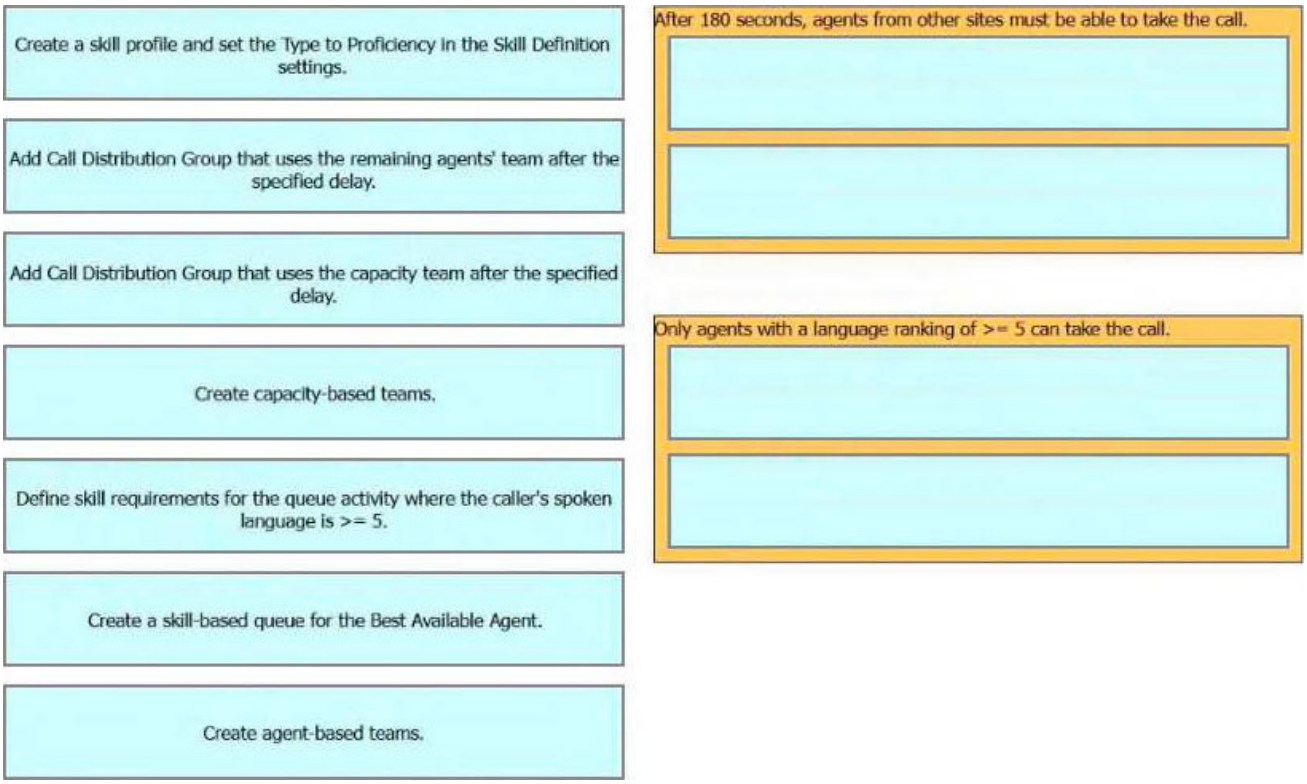
**Version** : DEMO

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:** DE

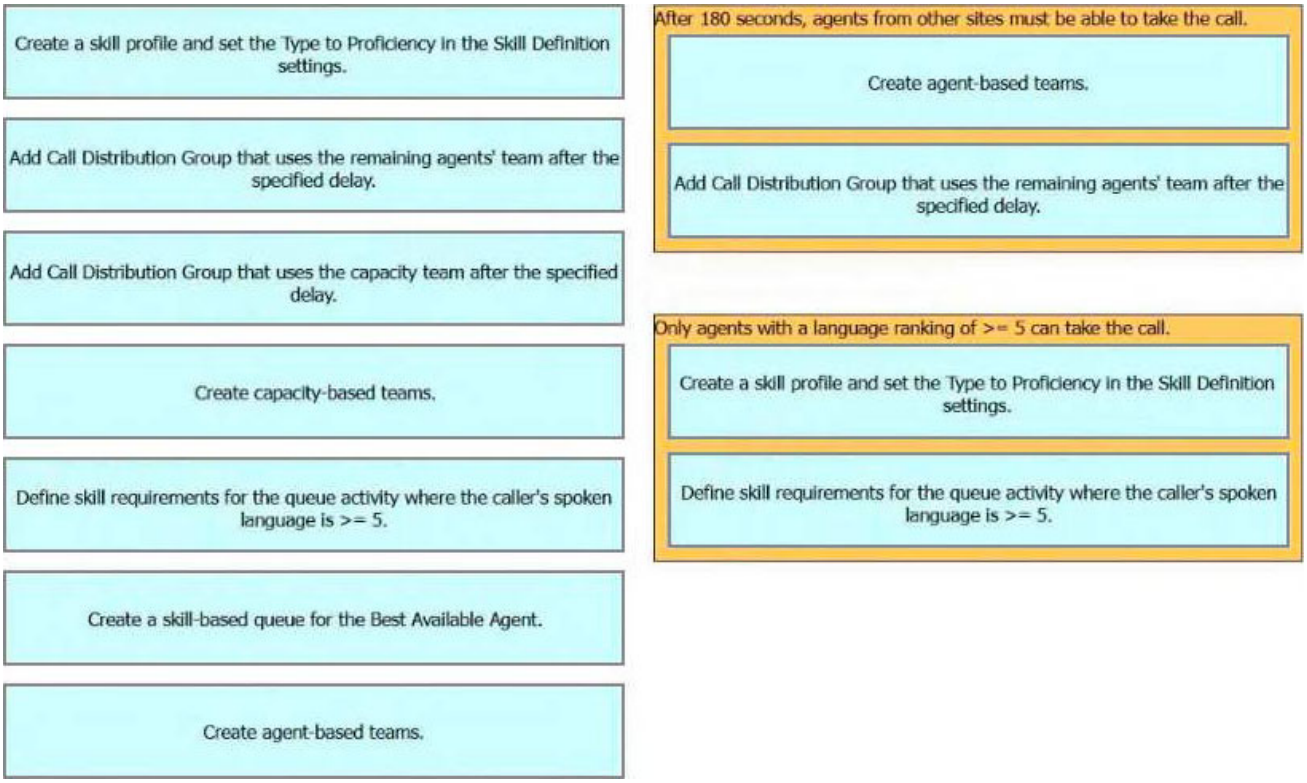
2.An engineer is configuring outdial telephony for a new Cisco Webex Contact Center deployment.
Which two configurations are required? (Choose two.)
A. Add the agent to the outbound team.
B. default outdial Automatic Number Identification at the tenant level
C. Automatic Number Identification in Flow Designer
D. Assign a wrap-up reason to the outdial queue.
E. Enable Outdial on a desktop profile.
**Answer:** BE

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

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:**




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