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NEW QUESTION: 1

An engineer must generate a report that details the number of times an agent went on a break.
Which Cisco Webex Contact Center Analyzer repository must be queried?

- A. Customer Session Record
- B. Customer Activity Record
- C. Agent Session Record
- D. Agent Activity Record

Answer: D (LEAVE A REPLY)

The Agent Activity Record repository tracks agent state changes and activity events, including when an agent selects a break or idle reason. Querying this repository provides the count of break occurrences for the agent.

NEW QUESTION: 2

A Webex Contact Center engineer is configuring a new chat digital channel for their organization.
Chat digital channel interactions will be handled by Webex Contact Center agents. Which two actions must be taken as part of the configuration? (Choose two.)

- A. Create a channel with Chat as a channel type.
- B. Assign a phone number to a channel.
- C. Create a channel with Email as a channel type.
- D. Assign an asset to a channel.
- E. Create a channel with Social Channel as a channel type.

Answer: (SHOW ANSWER)

A chat digital channel must be created with Chat as the channel type so Webex Contact Center can process chat interactions. The chat asset must also be assigned to the channel so the deployed web chat widget is linked to the channel that routes conversations to agents.

NEW QUESTION: 3

An administrator is adding a custom connector to integrate a third-party application with their Webex Contact Center org using OAuth 2.0 for authentication. Which two grant types must the administrator choose to accomplish this task? (Choose two.)

- A. Client credentials - certificate

- B. Client credentials - private key
- C. Client credentials - token
- D. Client credentials - client secret
- E. Server credentials - certificate

Answer: B,D ([LEAVE A REPLY](#))

For an OAuth 2.0 custom connector, the supported client credentials grant options include authentication using a client secret or using a private key. These allow Webex Contact Center to obtain access tokens securely for server-to-server integration with the third-party application.

NEW QUESTION: 4

An engineer is configuring an email channel for their organization. A virtual agent will route conversations in the channel to a live agent. The organization already contains several channels.

Which two actions must the engineer take as part of the configuration? (Choose two.)

- A. Create channel assets.
- B. Onboard the company.
- C. Create templates for digital channels.
- D. Create entry points.
- E. Authorize nodes.

Answer: ([SHOW ANSWER](#))

An email channel requires a channel asset to define the email channel configuration and an entry point so incoming email conversations can enter Webex Contact Center routing. The entry point is then used to route the conversation through the configured workflow and eventually to a live agent.

NEW QUESTION: 5

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

Answer: B ([LEAVE A REPLY](#))

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: 6

An engineer must generate a report that details the number of times an agent took or placed a call. Which Cisco Webex Contact Center Analyzer repository must be queried?

- A. Agent Activity Record
- B. Customer Activity Record
- C. Agent Session Record
- D. Customer Session Record

Answer: B ([LEAVE A REPLY](#))

The Customer Activity Record repository contains contact-level activity details for call handling events, including calls taken or placed by an agent. Querying this repository provides the interaction activity needed to count the agent's handled and outbound call events.

NEW QUESTION: 7

Refer to the exhibit. 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?

Agent Settings

Site *

Site-1

Teams

CiscoTeam

1 Teams

Clear All

Desktop Profile *

Agent-Profile

Multimedia Profile

None

Skill Profile

Select

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

Answer: D ([LEAVE A REPLY](#))

When a Multimedia Profile is not assigned directly to the agent, the agent inherits the Multimedia Profile from the assigned Desktop Profile. This controls the channels and concurrent interaction capacity available to the agent.

NEW QUESTION: 8

A supervisor in a contact center must manage recording-related activities to ensure their team's compliance and maintain quality standards. Which three recording management capabilities can the supervisor perform in Webex Contact Center to effectively handle various recording management tasks that support operational efficiency? (Choose three.)

- A. Search for specific agent interactions with the customer.

- B.** Perform Retention Policy management.
- C.** Filter the list of recordings based on set criteria.
- D.** Tag recordings with descriptive keywords.
- E.** Delete recordings permanently.

Answer: A,C,D ([LEAVE A REPLY](#))

Supervisors can manage recordings by searching for specific customer-agent interactions, filtering recordings based on defined criteria, and tagging recordings with descriptive keywords to support review, compliance tracking, and quality management workflows.

NEW QUESTION: 9

A collaboration engineer needs to secure communications between Webex devices and cloud services. Which protocol combination provides signaling encryption and media encryption?

- A.** SIP and RTP
- B.** HTTPS and FTP
- C.** TLS and SRTP
- D.** TCP and UDP

Answer: C ([LEAVE A REPLY](#))

TLS encrypts signaling traffic such as SIP registration and call setup messages, while SRTP encrypts voice and video media streams. Together, they provide end-to-end protection for collaboration traffic. SIP and RTP alone do not inherently encrypt communications unless paired with TLS and SRTP respectively.

NEW QUESTION: 10

An administrator must set up a way to authenticate users via SMS using a randomly generated passcode. Which two nodes in Webex Connect are needed to implement this authentication?

(Choose two.)

- A.** Profile node
- B.** Generate OTP node
- C.** Data Parser node
- D.** SMS node
- E.** Evaluate node

Answer: B,D ([LEAVE A REPLY](#))

The Generate OTP node creates the random one-time passcode used for authentication. The SMS node sends that passcode to the user's mobile number so the user can verify their identity.

NEW QUESTION: 11

A deployment engineer must ensure that Webex Calling traffic receives priority treatment across the enterprise WAN. Which QoS approach is recommended?

- A.** Best-effort forwarding
- B.** DSCP EF for voice media
- C.** Random Early Detection only
- D.** NAT prioritization

Answer: ([SHOW ANSWER](#))

Cisco recommends marking voice media traffic with DSCP EF (Expedited Forwarding) to prioritize latency-sensitive audio traffic across the network. This improves call quality during congestion. Best-effort forwarding provides no prioritization, while NAT and RED do not specifically guarantee low-latency treatment for voice applications.

NEW QUESTION: 12

Refer to the exhibit. An engineer is developing a web chat workflow for the marketing department.

After the standard Live Chat workflow template is deployed, chats are failing. The chat widget on the website is visible. When a new chat is started, the message "Sorry, unable to process your request right now. Please try again later" is received. The engineer debugs the workflow and receives the response in the exhibit from the resolve node. Which action resolves the issue?

```
{
  "comciscoorgId": "4ebc486d-ff5f-4d6a-8d26-167164d5b46a",
  "datacontenttype": "application/json",
  "data": {
    "reason": "Create conversation failed:4614\nError Description: The specified Domain is not valid.\nError Details: List(The specified Domain is not valid.)",
    "transId": "2a2b2f3b-8f82-449d-9409-b377739a94c0",
    "id": "2a2b2f3b-8f82-449d-9409-b377739a94c0",
    "reasonCode": 1001,
    "operation": "created",
    "orgId": "4ebc486d-ff5f-4d6a-8d26-167164d5b46a"
  },
  "specversion": "1.0",
  "id": "3433a512-1e31-47fe-9dd5-e419ae590837",
  "source": "/com/cisco/wxcc/2a2b2f3b-8f82-449d-9409-b377739a94c0",
  "type": "task:resolve-failed"
}
```

- A. Set the Workflow Custom Variable liveChatDomain to a valid value.
- B. Set the Workflow Custom Variable chatDomain to a valid value.
- C. Set the Resolve Node Media Type to Chat and Media Channel to Live Chat.
- D. Set the Resolve Node Media Type to Live Chat and Media Channel to In-App Messaging.

Answer: A ([LEAVE A REPLY](#))

The resolve node is failing because the workflow is passing an invalid domain value when creating the live chat conversation. In the standard Live Chat workflow template, the liveChatDomain custom variable must be set to the valid domain configured for the web chat asset so the conversation can be created successfully.

NEW QUESTION: 13

Which API scope is required for a REST PUT request to /organization/{orgid}/v2/contact-service-queue/{id}?

- A. cjp:config_read
- B. cjds:admin_org_write
- C. cjp:user

D. cjds:admin_org_read

Answer: ([SHOW ANSWER](#))

A REST PUT request modifies an organization-level Contact Service Queue resource, so it requires the organization administration write scope. This scope grants permission to update configuration objects for the organization.

NEW QUESTION: 14

Which authentication and authorization specification is required for using Webex Contact Center APIs?

- A. Mutual TLS
- B. HTTP authentication
- C. Auth 2.0
- D. API key authentication

Answer: ([SHOW ANSWER](#))

Webex Contact Center APIs use OAuth 2.0 for authentication and authorization, allowing applications to securely request access tokens and make authorized API calls.

NEW QUESTION: 15

A company wants to integrate its on-premises contact center with Webex Contact Center while minimizing PSTN costs. The engineer must ensure that agents can make and receive calls through the existing SIP trunk infrastructure. Which deployment option best meets this requirement?

- A. Local Gateway with Webex Calling
- B. Cloud Connected PSTN only
- C. WebRTC desktop calling
- D. Dedicated Instance without SIP trunks

Answer: A ([LEAVE A REPLY](#))

A Local Gateway allows Webex Contact Center and Webex Calling to integrate with existing enterprise SIP trunk infrastructure. This design minimizes PSTN migration costs and preserves current telephony investments. Cloud Connected PSTN requires provider migration, while WebRTC does not directly integrate enterprise trunks. Dedicated Instance alone does not solve PSTN connectivity requirements.

NEW QUESTION: 16

An engineer is configuring a new local gateway SIP trunk for their Webex Contact Center PSTN services. The SIP trunk requires that registration be refreshed every 2 minutes. Which command meets this requirement?

- A. registrar dns:12345678.us10.bcl.d.webex.com scheme sips expires 240 refresh-ratio 50 tcp tls
- B. registrar dns:12345678.us10.bcl.d.webex.com scheme sips expires 240 refresh-time 120 tcp tls
- C. registrar dns:12345678.us10.bcl.d.webex.com scheme sips expires 120 refresh-ratio 50 tcp tls
- D. registrar dns:12345678.us10.bcl.d.webex.com scheme sips expires 300 refresh-ratio 50 tcp tls

Answer: ([SHOW ANSWER](#))

A registration refresh every 2 minutes is achieved by setting the registration expiry to 240 seconds with a refresh ratio of 50 percent. The Local Gateway refreshes registration halfway through the expiry interval, which results in a refresh every 120 seconds.

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NEW QUESTION: 17

Which action must an administrator take in a Webex Contact Center voice flow to ensure that, after a customer selects option 2 for Spanish in the initial language menu, all AI Agent responses are delivered in Spanish using a consistent, professional executive-sounding Spanish voice, regardless of the caller's location or dialect?

- A. Assign a friendly voice name to the Global_VoiceName variable and add a Global-Language variable with the default language setting.
- B. Change only the Global_Language variable to "es-ES," as this global variable entity dictates both aspects, i.e., language and voice.
- C. Set the Global_Language variable to "es-ES" and Global_VoiceName to the company-approved Spanish voice system name.
- D. Set the Global_Language and Global_VoiceName variables to the default system string value "en-ES" to activate Spanish interaction.

Answer: C (LEAVE A REPLY)

The flow must explicitly set the global language variable to the required Spanish locale and set the global voice-name variable to the approved Spanish voice system name. This ensures the AI Agent uses Spanish for responses and applies the intended consistent voice regardless of caller location or dialect.

NEW QUESTION: 18

Quantum Innovations wants to automate the handling of these customer queries:

- product warranty details
- current promotions
- delivery timelines
- nearest store based on a postal code

The solution must provide accurate responses quickly and consistently. Which solution meets the customer requirements?

- A. IVR menu
- B. live agent
- C. scripted AI agent
- D. autonomous AI agent

Answer: D (LEAVE A REPLY)

An autonomous AI agent can understand customer intent, retrieve or generate accurate responses from connected business knowledge and systems, and handle varied self-service queries consistently without requiring a rigid predefined script.

NEW QUESTION: 19

A supervisor within your organization must be able to record agent desktop screens with call audio to enhance application usage and process compliance during customer interactions in Webex Contact Center. Which two functionalities must the administrator configure to ensure that the feature is properly set up and working correctly? (Choose two.)

- A. Custom Connectors to Conversation Intelligence platforms
- B. Webex Connect Platform
- C. Webex Workforce Optimization (WFO)
- D. Quality Management license
- E. Calabrio ONE solution

Answer: C,D (LEAVE A REPLY)

Screen recording with call audio in Webex Contact Center is configured through Webex Workforce Optimization, and agents must have the appropriate Quality Management licensing enabled so their desktop activity and associated interaction audio can be captured for evaluation and compliance.

NEW QUESTION: 20

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?



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

Answer: A (LEAVE A REPLY)

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.

NEW QUESTION: 21

An administrator is designing a flow in Webex Connect that includes a Scheduled Callback activity node. Which two values must be provided to configure the Scheduled Callback node successfully? (Choose two.)

- A. schedule date in YYYY-MM-DD format
- B. schedule timezone
- C. customer name
- D. phone ANI
- E. schedule date in YYYY-DD-MM format

Answer: A,B (LEAVE A REPLY)

The Scheduled Callback node requires the callback schedule date in the supported YYYY-MM-DD format and the schedule timezone so Webex Connect can create the callback at the correct local time.

NEW QUESTION: 22

What are the two types of Local Gateway trunking models with Webex Calling? (Choose two.)

- A. certificate-based trunks
- B. registration-based trunks
- C. DNS-based trunks
- D. PSTN trunks
- E. enterprise trunks

Answer: ([SHOW ANSWER](#))

Webex Calling Local Gateway supports certificate-based trunks and registration-based trunks.

These trunking models define how the Local Gateway authenticates and establishes SIP connectivity with Webex Calling.

NEW QUESTION: 23

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

Answer: ([SHOW ANSWER](#))

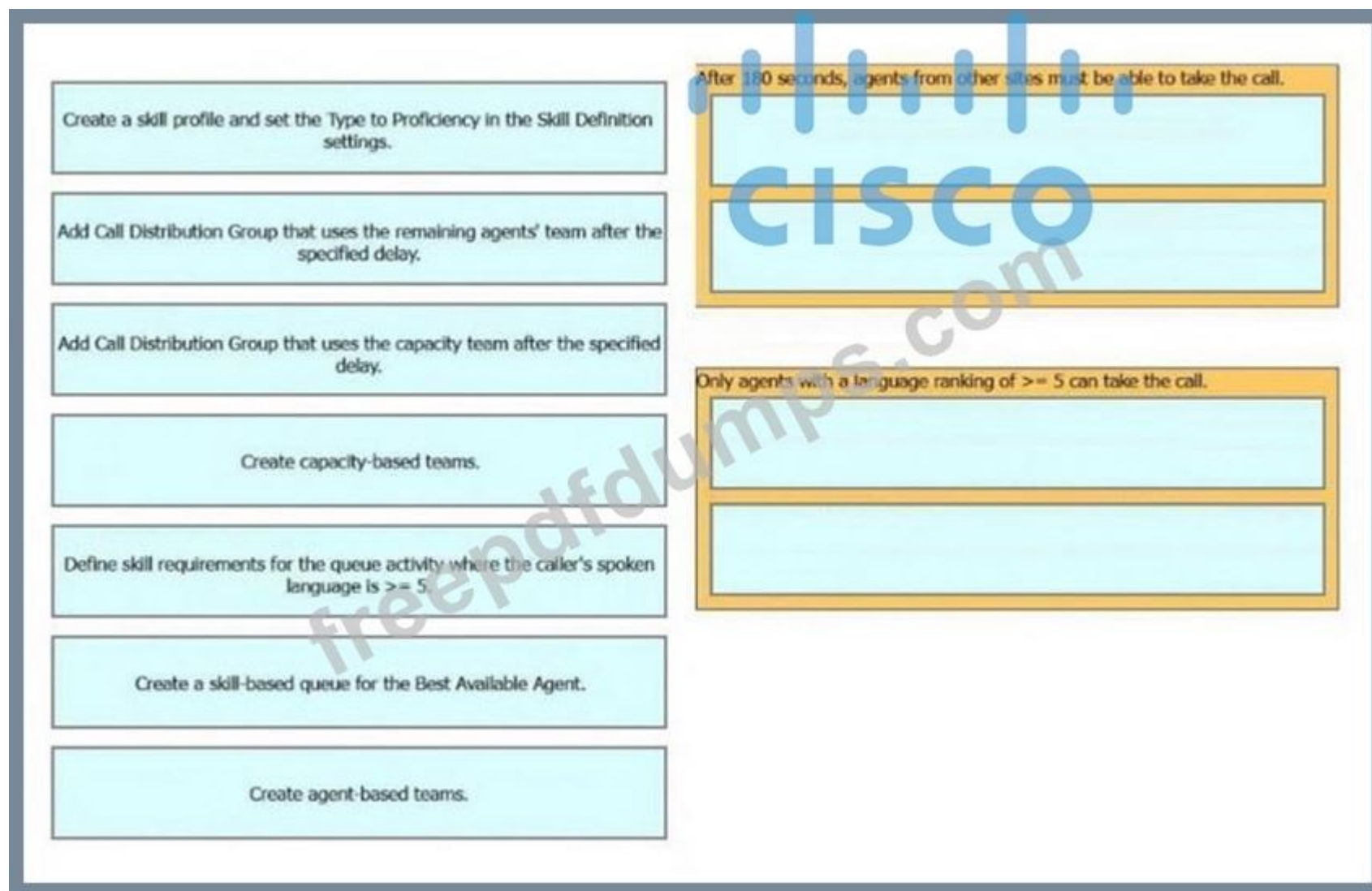
Regional media storage policies help organizations comply with data residency regulations by ensuring recordings and interaction data remain stored within approved geographic regions.

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

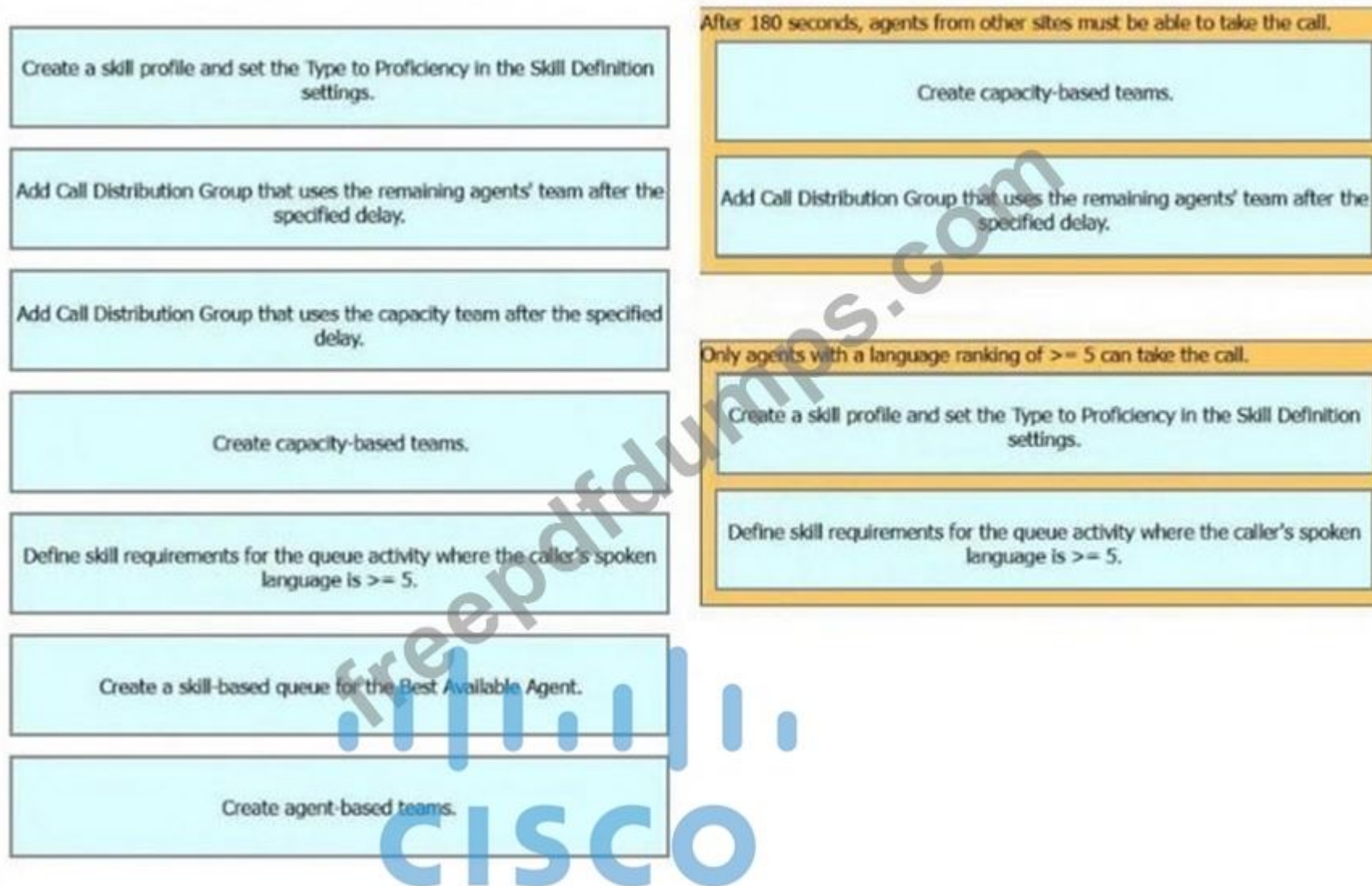
NEW QUESTION: 24

Drag and Drop Question

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:



NEW QUESTION: 25

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. Agent idle timeout
- B. SIP registration expiration timer
- C. Callback retry interval and queue backlog
- D. Queue wait threshold

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

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: ([SHOW ANSWER](#))

The Bridged Transfer node connects the caller to an external IVR or destination while Webex Contact Center retains control of the interaction. After the external service completes, the call can return to the original flow for continued processing.

NEW QUESTION: 27

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: ([SHOW ANSWER](#))

Skill-based routing in Webex Contact Center requires skill criteria to be associated with queues so contacts can be matched against defined skill requirements. Agents must receive the relevant skill criteria through their teams, which are grouped into call distribution groups, allowing the routing engine to select appropriately skilled agents for the queue.

NEW QUESTION: 28

A Webex Contact Center manager wants to verify which contact sessions were recorded. Which stock report in Webex Contact Center Analyzer must be used to achieve the goal?

- A.** Teams Contact Details
- B.** Sites Contact Details
- C.** CSR Report - Yesterday
- D.** Usage Report

Answer: **C** ([LEAVE A REPLY](#))

The CSR Report - Yesterday is based on Customer Session Records and provides contact-level session details, including whether a session was recorded. This allows the manager to verify which specific contact sessions have associated recordings.

NEW QUESTION: 29

Which configuration action must be taken to enable the real-time transcripts AI Assistant feature?

- A.** Ensure the Condition node is present in the flow for post activities.
- B.** Add the Media Stream node in the flow before the call is sent to the queue or agent.
- C.** Configure the Scripted AI Agent.
- D.** Add the Media Stream node after the Agent Answered event.

Answer: **B** ([LEAVE A REPLY](#))

Real-time transcripts require the call audio stream to be started before the interaction is delivered to the queue or agent. Adding the Media Stream node at that point enables the AI Assistant to receive the live audio needed to generate real-time transcription during the customer interaction.

NEW QUESTION: 30

A major corporation wants to migrate to Webex Contact Center but requires that the current PSTN carrier and enterprise PBX based agents be retained in its on-premises environment.

Which action must the engineer take to meet this requirement?

- A. Configure an on-premises session border controller to act as a local gateway to route calls between on-premises environment and Webex Calling.
- B. Port existing contact center DIDs to Cisco Calling Plan to enable Webex Calling to deliver calls to and from Webex Contact Center.
- C. Work with their PSTN carrier to forward all contact center DIDs to Webex Calling to reach Webex Contact Center.
- D. This requirement cannot be implemented using any configuration and would need them to order new PSTN services.

Answer: A (LEAVE A REPLY)

Using an on-premises session border controller as a Local Gateway allows the corporation to keep its existing PSTN carrier and enterprise PBX-based agents while routing calls between the on-premises telephony environment, Webex Calling, and Webex Contact Center.

NEW QUESTION: 31

A customer wants to enable the Real Time Transcription (RTT) feature only for specific queues.

This feature is enabled by using the Start Media Stream node in Flow Designer, so the administrator decides to control the enablement using a function. The function must check two input variables: queue_ID for the selected agent queue (a string) and queue_IDs for the list of queues that require the RTT feature (a list of dictionaries, where each dictionary has an id key for the queue ID). The function returns a boolean variable rtt_Enabled to the flow, which indicates whether RTT should be enabled. Which function is correct when using Python?



The screenshot shows a code editor with a 'Language' dropdown set to 'Python' and a 'Runtime' dropdown set to 'Python 3.13'. The code is as follows:

```
1 from models import Request, Response
2
3 def handle(request: Request, response: Response):
4     # Do not remove the existing wrapper code, else your code might not execute properly
5     # Add your code below this line - sample given below
6
7     queue_List = request.data['inputs']['queue_IDs']
8     agent_Queue = request.data['inputs']['queue_ID']
9     rtt_Enabled = False
10
11     rtt_Enabled = agent_Queue in queue_List
12
13     response.data = {'rtt_Enabled' : rtt_Enabled}
14
15     return response
16
```

A large 'freepdfcamps.com' watermark is visible across the code, and a 'CISCO' logo is at the bottom.

A.

Language ⓘ

Runtime ⓘ

Python

Python 3.13

```
1 from models import Request, Response
2
3 def handle(request: Request, response: Response):
4     # Do not remove the existing wrapper code, else your code might not execute properly
5     # Add your code below this line - sample given below
6
7     queue_List = request.data['inputs']['queue_IDs']
8     agent_Queue = request.data['inputs']['queue_ID']
9     rtt_Enabled = False
10
11     for queue in queue_List:
12         if queue["id"] == agent_Queue:
13             rtt_Enabled = True
14         else:
15             rtt_Enabled = False
16
17     response.data = {'rtt_Enabled' : rtt_Enabled}
18
19     return response
```

B.

Language ⓘ

Runtime ⓘ

Python

Python 3.13

```
1 from models import Request, Response
2
3 def handle(request: Request, response: Response):
4     # Do not remove the existing wrapper code, else your code might not execute properly
5     # Add your code below this line - sample given below
6
7     queue_List = request.data['inputs']['queue_IDs']
8     agent_Queue = request.data['inputs']['queue_ID']
9     rtt_Enabled = False
10
11     rtt_Enabled = any(queue["id"] == agent_Queue for queue in queue_List)
12
13     response.data = {'rtt_Enabled' : rtt_Enabled}
14
15     # Return the response object
16     return response
17
```

C.

Language ⓘ Runtime ⓘ

JavaScript Node.js 22.x

```
1- export const handle = async (request, response) => {
2    // Do not remove the existing wrapper code, else your code might not execute properly
3    // Add your code below this line - sample given below
4
5    const queue_List = request.data.inputs.queue_IDs;
6    const agent_Queue = request.data.inputs.queue_ID;
7    let rtt_Enabled = false;
8
9    rtt_Enabled = queue_List.includes(agent_Queue);
10
11    response.data = { 'rtt_Enabled': rtt_Enabled };
12
13    return response;
14 }
```



D.

Answer: ([SHOW ANSWER](#))

The function must compare the selected queue ID string against the id value inside each dictionary in the queue_IDs list. Using a Python any() expression correctly returns True when at least one queue dictionary contains a matching id, and then returns that result as the rtt_Enabled boolean variable to the flow.

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NEW QUESTION: 32

Cisco Webex Contact Center uses Local Gateway for PSTN services. The Webex Contact Center supervisor notices that callers receive the initial greeting, which allows them to select an option, and then the call drops. Which action helps to identify the cause of the issue?

- A. Review the Webex Contact Center Flows configuration.
- B. Review the Webex Contact Center Analyzer that checks the call logs.
- C. Review the Webex Contact Center Queues configuration.
- D. Verify that the Webex Contact Center channels are associated.

Answer: A ([LEAVE A REPLY](#))

Since callers reach the initial greeting and can select an option, the PSTN and Local Gateway path are already delivering the call into Webex Contact Center. The drop after menu selection points to a problem in the flow logic, such as an invalid branch, missing routing step, incorrect transfer, or misconfigured next activity.

NEW QUESTION: 33

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. Survivable Gateway
- C. Webex Edge Audio
- D. Cisco Emergency Responder

Answer: (SHOW ANSWER)

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: 34

An administrator must parse complex data returned from an API call within Flow Designer. The required logic cannot be implemented using Pebble Templates, so the administrator decides to use a function. Which two programming languages can the administrator use to write the function? (Choose two.)

- A. JavaScript
- B. Python
- C. Typescript
- D. Go
- E. Rust

Answer: A,B (LEAVE A REPLY)

Flow Designer functions support JavaScript and Python for implementing custom logic. These languages can be used to parse complex API response data and return processed values back into the flow when Pebble Templates are not sufficient.

NEW QUESTION: 35

Webex Contact Center agents cannot use WebRTC to make and receive calls. What must be configured on their Desktop profile to enable this functionality?

- A. Desktop
- B. Browser
- C. Extension
- D. Agent DN

Answer: A (LEAVE A REPLY)

WebRTC calling in Webex Contact Center is enabled by allowing the Desktop telephony option in the agent's Desktop Profile. This lets agents use Agent Desktop as the voice endpoint directly from the browser instead of using an external DN or extension.

NEW QUESTION: 36

An administrator configured a Webex bot for internal users to report IT issues via the Webex App.

Incoming messages are sent to a webhook endpoint managed by Webex Connect, with conversation logic in a single flow. The administrator notices that each time a user sends a message, the flow in Webex Connect starts from the beginning, rather than continuing the conversation from where it left off. Which action must the administrator take in the Webex Connect flow to prevent the conversation from restarting with each message?

- A. Set up a Receive node that uses a custom event that matches the Webex bot email.
- B. Set up a Receive node that uses a custom event that matches the user email.
- C. Configure multiple webhooks, each triggering a different part of the flow based on the user's message content.
- D. Use a Call Flow node to split the flow into multiple smaller flows and call them as needed for each message.

Answer: B ([LEAVE A REPLY](#))

A Receive node must be configured to wait for the next inbound message from the same user, using a custom event that matches the user email. This keeps the conversation state within the existing flow execution instead of starting a new flow instance for every message.

NEW QUESTION: 37

An engineer must troubleshoot intermittent registration failures for Webex Room Devices. Which DNS record is MOST critical for SIP service discovery?

- A. PTR
- B. MX
- C. SRV
- D. TXT

Answer: ([SHOW ANSWER](#)**)**

SRV records are essential for SIP service discovery because they identify the servers responsible for handling SIP signaling and their associated ports. Missing or incorrect SRV records commonly cause registration and call setup failures for collaboration endpoints and SIP-based applications.

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