



Free Cisco 300-830 CLCCE Practice Questions

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Question 1

Question Type: MultipleChoice

Refer to the exhibit.

```
{
  "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"
}
```

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?

Options:

- A- Set the Workflow Custom Variable live Chat Domain to a valid value.
- B- Set the Workflow Custom Variable chat Domain 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

Explanation:

The failure occurs after the standard Live Chat workflow template is deployed and the widget can be started, so the website widget itself is not the main issue. The Resolve node response in the exhibit points to a missing or invalid Live Chat domain value used by the workflow. Cisco's Webex Connect live chat and create conversation documentation identifies Livechat Website

Domain as a value stored under custom variables and used when resolving or creating live chat conversations. The standard template depends on that workflow custom variable being populated with the valid domain where the Live Chat widget is embedded. Changing media type and media channel on the Resolve node would not fix a missing domain variable in the deployed template. The option using chat Domain is close but not the named workflow custom variable indicated by the template. Setting the Workflow Custom Variable LiveChat Domain to a valid value resolves the failure. Reference: Webex Connect Help, Livechat; Create conversation - WxEngage standalone; Resolve Conversation - WXCC.

Question 2

Question Type: MultipleChoice

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

Options:

- 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

Explanation:

Real-time transcripts require the media stream to start before the conversation is sent to the queue or agent. Cisco's AI Assistant real-time transcription feature depends on capturing and streaming the call audio so the platform can produce transcript data for the agent and downstream AI features. If the Media Stream node is placed after the Agent Answered event, the transcript starts too late and misses the early customer interaction and queue/agent transition context. A Condition node can be useful for branching but does not enable transcription by itself. Configuring a Scripted AI Agent is unrelated to enabling AI Assistant real-time transcripts for a live-agent call. The correct flow action is to add the Media Stream node before the call reaches the queue or agent so the media is available for transcription at the right point in the call lifecycle. Reference: Cisco Help, Cisco AI Assistant for Webex Contact Center: Administrator's guide to configuring Real-Time Assist; AI Assistant reports in Analyzer.

Question 3

Question Type: MultipleChoice

A Webex Contact Center Administrator is trying to configure team-based call distribution. The requirement is to handle Sales Queue calls before Accounting Queue calls.

All Sales calls in the queue must be routed to agents before Accounting calls.

If an older Accounting call is in the queue and a Sales call is received by the system, the Sales call must get priority.

When no Sales call is in the queue, Accounting calls can be routed to agents.

How can this be achieved within team configuration?

Options:

- A- Configure queue ranking.
- B- Configure capacity based queues.
- C- Ask agents to ignore Accounting calls.
- D- Select Skill Profile with Sales only Skill.

Answer:

A

Explanation:

Queue ranking is the feature designed for this exact business rule. Cisco's Webex Contact Center team configuration documentation allows administrators to rank queues for a team by media type, with lower numerical rank having higher priority. Cisco's routing documentation explains that ranked queues take precedence over queues without the same priority and that queue ranking can be used across media types. In the scenario, Sales must always be handled before Accounting, even when an Accounting call has waited longer. This is not a normal first-in-first-out queue rule; it is a cross-queue prioritization requirement. Configuring capacity-based queues would change the queue operating model but would not impose Sales-before-Accounting precedence. Asking agents to ignore Accounting calls is not a system configuration and would produce inconsistent reporting and service levels. A Sales-only skill profile would prevent Accounting handling rather than defer it until Sales is empty. Queue ranking is the controlled team-based mechanism that satisfies the requirement. Reference: Cisco Help, Manage teams in Webex Contact Center; Understand Routing and Queueing in Webex Contact Center.

Question 4

Question Type: MultipleChoice

Which statement describes the PSTN media and signaling requirements for calls arriving at Webex Contact Center?

Options:

- A- SIP Early Media is fully supported by Webex Contact Center.
- B- The only supported codecs are G.711uLaw and G.711aLaw.
- C- DTMF signaling can use out of band.
- D- Opus codec is natively supported by Webex Contact Center without transcoding.

Answer:

B

Explanation:

For PSTN calls arriving at Webex Contact Center, the safe media statement is that the supported voice codecs are G.711 mu-law and G.711 A-law. Cisco's Webex Contact Center telephony material emphasizes PSTN and Local Gateway interoperability through standard SIP media, and the exam objective expects knowledge of codec compatibility at the service edge. Opus is widely used in WebRTC and collaboration media contexts, but it is not natively supported for PSTN ingress into Webex Contact Center without appropriate interworking or transcoding in the overall design. SIP early media support also must not be assumed as fully supported in every Webex Contact Center call path. DTMF handling is important, but the option saying it can use out-of-band is not the most accurate description of the PSTN media requirement in this question. The codec restriction is the definitive media requirement and is why option B is correct. Reference: Cisco Help, Set up voice channels for Webex Contact Center; Webex Contact Center architecture and telephony documentation.

Question 5

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Explanation:

Webex Contact Center APIs use OAuth 2.0 for authentication and authorization. Cisco's developer documentation for Webex and Webex Contact Center describes integrations as the mechanism used to request permission and obtain access tokens for API calls, using the OAuth 2.0 authorization framework rather than static API keys or basic HTTP authentication. OAuth 2.0 gives the platform scoped access control, token issuance, and administrative consent behavior appropriate for enterprise automation. Mutual TLS may be used in specific transport-security or trunking contexts, but it is not the authorization specification for normal Webex Contact Center REST APIs. Basic HTTP authentication would require sharing credentials directly with the client and does not match the Webex developer model. API key authentication is also not the supported authorization pattern for these Contact Center APIs. The typo in the original option has been corrected to OAuth 2.0. Reference: Webex Developer, Integrations and Authorization; Webex Contact Center API documentation.

Question 6

Question Type: MultipleChoice

Webex Contact Center agents cannot use WebRTC to make and receive calls.

What must be configured on their Desktop profile to enable this functionality?

Options:

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

Answer:

A

Explanation:

WebRTC voice in Webex Contact Center is exposed to agents through the Desktop telephony option. Cisco's desktop profile documentation lists voice channel options, including Agent DN, Extension, and Desktop. The Desktop option allows the agent to sign in through the browser and use the Agent Desktop as the voice device rather than entering an external directory number or extension. Cisco's voice channel setup documentation also describes WebRTC-capable agents selecting Desktop under their telephony option so calls are routed to the Agent Desktop device. Browser is not a desktop profile voice option; it describes the client environment. Extension and Agent DN are traditional station credentials and would make the agent use a phone or configured number instead of browser-based WebRTC. Therefore, to enable agents to make and receive calls using WebRTC, the administrator must configure the Desktop option in the desktop profile. Reference: Cisco Help, Manage desktop profiles; Set up voice channels for Webex Contact Center.

Question 7

Question Type: MultipleChoice

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.)

Options:

- 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

Explanation:

Screen recording with call audio in Webex Contact Center is a quality-management capability, not a generic flow or Webex Connect capability. Cisco positions Webex Workforce Optimization as the suite for quality management, workforce management, and related supervisor quality workflows. Screen recording requires the WFO quality management components and the proper Quality Management entitlement or license. Custom connectors to conversation intelligence platforms may export or analyze conversation data, but they do not create the native supervisor screen-recording capability. Webex Connect is the CPaaS/digital-channel automation platform and is not used to capture agent desktop screens with call audio. Calabrio ONE is historically associated with workforce optimization, but the Cisco answer pattern for current Webex Contact Center setup is Webex WFO plus the Quality Management license. That combination gives supervisors the recording and evaluation layer needed to review agent application usage and process compliance. Reference: Cisco Help, Webex Contact Center Setup and Administration Guide; Webex Contact Center Data Sheet.

Question 8

Question Type: MultipleChoice

The CTO of QQS Solutions wants to record calls to meet these requirements:

All inbound calls are recorded.

Recordings must be for the entire company.

Only administrators are allowed to configure recording.

Avoid custom configurations, when possible.

Which recording method meets these requirements?

Options:

- A- global configuration
- B- flow-based configuration
- C- queue-level configuration
- D- scheduled recording configuration

Answer:

A

Explanation:

The requirements point to tenant-wide recording with the least custom design. Cisco's Webex Contact Center voice settings include a global call recording setting that records all inbound and outdial calls when enabled. That setting is administered centrally, which matches the requirement that only administrators configure recording and that recordings apply to the entire company. Flow-based recording is more flexible, especially when consent or conditional recording decisions are required, but it is custom logic and not the simplest global policy. Queue-level configuration is useful when different business lines need different recording behavior, but this scenario explicitly says all inbound calls across the company. Scheduled recording is suitable when recording depends on a time window, queue, team, site, or agent scope. Since the company wants all inbound calls recorded and wants to avoid custom configurations, global configuration is the cleanest Cisco-supported method. Reference: Cisco Help, Set up voice settings for Webex Contact Center; Manage call recording schedules.

Question 9

Question Type: MultipleChoice

A user has the agent role and plans to sign in to Cisco Webex Contact Center desktop.

Which system meets the requirements for WebRTC as the agent phone device?

A)

Operating system: Windows 11
Network bandwidth: 384 Kbps
Host type: Physical
Browser: Chrome
Browser configuration: Image option is enabled
Browser configuration: JavaScript is enabled

B)

Operating system: Windows 11
Network bandwidth: 512 Kbps
Host type: Physical
Browser: Chrome
Browser configuration: Medium security level
Browser configuration: Pop-up blocker is disabled

C)

Operating system: Chromium
Network bandwidth: 2 Mbps
Host type: Physical
Browser: Chrome
Browser configuration: Image option is enabled
Browser configuration: JavaScript is disabled

D)

Operating system: Windows 10
Network bandwidth: 1 Mbps
Host type: Virtual desktop infrastructure (VDI)
Browser: Firefox
Browser configuration: Enhanced Tracking Protection is disabled
Browser configuration: Cookies and site data is enabled

Options:

- A- Option A
- B- Option B
- C- Option C
- D- Option D

Answer:

B

Explanation:

Option B is the only system profile that aligns with the Webex Contact Center Desktop WebRTC requirements shown in the exhibit. Cisco's desktop system requirements identify supported browsers and agent device models for calling, including Webex Calling desktop/app computer audio and WebRTC handling from Agent Desktop. A practical WebRTC station must have sufficient bandwidth, a supported operating system and browser, and browser settings that do not block required desktop behavior. Option A is weak because the 384 Kbps bandwidth value is below the practical WebRTC threshold shown by the comparison choices. Option C explicitly disables JavaScript, which prevents the browser-based desktop and WebRTC interaction logic from functioning properly. Option D uses a virtual desktop infrastructure condition, which is not the straightforward supported physical workstation profile presented by the question. Option B provides Windows 11, Chrome, physical host type, adequate bandwidth, a medium security level, and disabled pop-up blocking, making it the compliant choice. Reference: Cisco Help, System requirements for Webex Contact Center Desktop; Set up voice channels for Webex Contact Center.

Question 10

Question Type: MultipleChoice

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.)

Options:

- 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:

A, D

Explanation:

A chat digital channel handled by Webex Contact Center agents needs a channel object of type Chat and an asset assigned to that channel. Cisco's digital channel setup model uses assets to represent external channel identities, such as a web chat asset, email asset, SMS asset, or social asset. The channel then connects that asset to Webex Contact Center routing so the conversation can be created, queued, and delivered to agents. Assigning a phone number is relevant to voice or SMS-style channel designs, not to a Web Chat asset. Creating an Email channel or Social Channel would build the wrong media type and would not make a chat widget route as chat. The two required steps therefore match the platform object model: create a channel with Chat as the channel type and assign the appropriate asset to that channel. Once that is done, flows and Queue Task nodes can route the chat to Webex Contact Center agents. Reference: Cisco Help, Set up digital channels in Webex Contact Center; Webex Connect Help, Livechat.

Question 11

Question Type: MultipleChoice

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.)

Options:

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

Answer:

A, D

Explanation:

For an email digital channel that routes to live agents, the engineer must create the channel asset and create the Webex Contact Center entry point. Cisco's digital channel setup process starts with channel assets in Webex Connect, because assets define the external channel identity and connection, such as an email mailbox or service provider configuration. The Contact Center side then requires entry points so interactions can enter the routing and queueing path. Templates can accelerate flow design, but they are not mandatory configuration objects in every email channel deployment. Onboarding the company is a broader tenant or Webex Connect setup activity and is not the specific action required once the organization already contains several channels. Authorizing nodes is a prerequisite for digital-channel setup, but this question asks what actions are part of configuring the email channel itself. The two required channel configuration actions are creating channel assets and creating entry points. Reference: Cisco Help, Set up digital channels in Webex Contact Center; Webex Connect Help, Email - WXCC.

Question 12

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

A Webex bot conversation must preserve conversation context between incoming messages. If each incoming message starts the Webex Connect flow from the beginning, the flow is treating every webhook event as a new start event instead of waiting for the next message from the same user. The Receive node is the correct mechanism for continuing the flow after the initial webhook trigger. It should use a custom event that matches the user email, because the user identity is what links the next inbound message to the same conversation path. Matching the bot email would identify the bot endpoint, not the specific human conversation participant. Creating multiple webhooks for different steps would fragment the design and still would not preserve state cleanly. A Call Flow node is useful for modularizing logic but does not by itself wait for and correlate the user's next message. The Receive node with the user-email custom event keeps the conversation from restarting. Reference: Webex Connect Help, Receive Node and flow debugging; Webex Connect Webex Chat/Webex Engage documentation.

Question 13

Question Type: MultipleChoice

Refer to the exhibit.

Error & Warnings				
Time	Transaction ID	Reason Code	Reason Desc	Channel
2025-12-06T05:36:52.941Z	57f502b9-c33b-41e6-b72c-f4b4d0d93ae2	7554	SMTP Failures	Email

A Webex Contact Center agent-initiated outbound email did not reach the recipient. While investigating, a Webex Contact Center engineer sees this output in Webex Connect Debug

Console tool.

Which two mistakes cause this issue? (Choose two.)

Options:

- A- incorrect email asset SMTP server port
- B- incorrect email asset SMTP server username
- C- incorrect email asset SMTP server address
- D- incorrect email asset SMTP server security method
- E- email asset not registered to Webex Engage

Answer:

A, D

Explanation:

The Debug Console exhibit shows an SMTP failure for an outbound email transaction. In Webex Connect email asset configuration, the service provider settings must match the SMTP connection requirements, including the server address, port, authentication method, and security method. The failure pattern represented in this question points to connection-level SMTP mistakes: an incorrect SMTP server port and an incorrect SMTP security method. Those two errors commonly prevent the platform from establishing or negotiating the SMTP session at all. An incorrect username would usually produce an authentication failure after the connection is made, and an incorrect server address would present a DNS or host connection error rather than the specific pairing shown. The asset not being registered to Webex Engage affects channel registration and conversation use cases, but the exhibit specifically identifies SMTP failure in the email channel. Therefore the port and security method are the two configuration mistakes. Reference: Webex Connect Help, Email - WXCC; Webex Connect Help, Debug Console.

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