



Practice With Cisco 300-830 Mock Test

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Question 1

Question Type: MultipleChoice

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.)

Options:

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

Answer:

A, B

Explanation:

Functions in Webex Contact Center Flow Designer are intended for logic that is too complex for native flow expressions or Pebble templates. Cisco supports writing these functions in JavaScript and Python. Those languages are appropriate because they are widely used for lightweight data transformation, JSON parsing, conditional logic, and API response manipulation inside cloud workflows. The scenario says the administrator must parse complex data returned from an API call and cannot implement the logic with Pebble templates, so a function is the correct tool. TypeScript, Go, and Rust are powerful general-purpose languages, but they are not the supported function languages in the Flow Designer function runtime for this exam objective. The answer is not about what languages can parse JSON in theory; it is about what Cisco's Webex Contact Center function feature allows. Therefore JavaScript and Python are the two valid selections. Reference: Cisco Help, Build and manage flows with Flow Designer; Webex Contact Center Flow Designer function documentation.

Question 2

Question Type: MultipleChoice

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.)

Options:

- 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:

C, D

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 queuing 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 Queuing in Webex Contact Center; Create queues and configure routing patterns.

Question 3

Question Type: MultipleChoice

A Webex Contact Center engineer is configuring a new email digital channel flow in Webex Connect flow builder.

Which node must the engineer use to ensure that emails are routed to Webex Contact Center for contact distribution?

Options:

- A- Screen Pop node
- B- Create Conversation node
- C- Add Participant node
- D- Queue Task node

Answer:

D

Explanation:

The Queue Task node is the Webex Connect node that routes a digital interaction to Webex Contact Center for distribution. Cisco's Webex Connect documentation states that Queue Task calls the Webex CC Queue Task API to queue the contact at Webex Contact Center. In an email digital-channel flow, the channel receives or creates the conversation in Webex Connect, but a live-agent handoff requires creating or queueing a task so Webex Contact Center can apply routing, queue selection, skills, and agent assignment. A Screen Pop node provides information to an agent desktop after routing has occurred; it does not queue the email. Create Conversation creates the conversation object but does not distribute the work to a contact center agent. Add Participant is used to add a participant to a conversation, not to place the email interaction into the contact center routing engine. Therefore, Queue Task is the required node for contact distribution. Reference: Webex Connect Help, Queue Task - WXCC; Webex CC Task Integration Nodes and Node Authorizations.

Question 4

Question Type: MultipleChoice

A Webex Contact Center agent can receive Chat and Voice channel interactions, however the agent is not able to receive WhatsApp or SMS interactions.

What is missing from the agent configuration to enable the agent to receive those interactions?

Options:

- A- The agent is not provisioned for Digital channels.
- B- The agent is missing the enhanced license.
- C- The agent is missing the premium license.
- D- The Agent Desktop layout prohibits WhatsApp and SMS.

Answer:

C

Explanation:

WhatsApp and SMS are premium digital channels in the Webex Contact Center licensing model. Cisco's Webex Contact Center data sheet distinguishes Standard Agent and Premium Agent capabilities. Standard Agent includes core contact center functions and agent-assisted chat and email, while Premium Agent adds broader digital communication channels such as SMS, social channels, multichannel analytics, and supervisor monitoring capabilities. The scenario says the agent can receive Chat and Voice, so the agent is already provisioned for basic voice and chat handling. The missing capabilities are specifically WhatsApp and SMS, which are part of the higher digital-channel entitlement. An enhanced license is not the relevant license category in the Cisco Webex Contact Center agent-type model. The desktop layout can affect UI presentation, but it would not by itself entitle the agent to receive those channel types. The missing configuration is therefore the Premium license. Reference: Cisco Webex Contact Center Data Sheet; Cisco Help, Set up digital channels in Webex Contact Center.

Question 5

Question Type: MultipleChoice

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?

Options:

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

Answer:

D

Explanation:

Agent break behavior is an agent-state activity, so the correct Analyzer repository is Agent Activity Record. Cisco's Analyzer documentation explains that Analyzer repositories separate session-level and activity-level data for customers and agents. A break is not a customer contact segment and not a call session metric; it is a state transition or activity performed by the agent. Agent Activity Record is the repository that captures detailed agent activity state events, idle codes, availability changes, and similar state-driven information. Customer Session Record summarizes the end-to-end customer session. Customer Activity Record captures customer/contact activities such as call segments and handling details. Agent Session Record summarizes an agent's signed-in session, but it does not provide the granular count of times an agent entered a break state. For counting how many times an agent went on a break, the report needs the activity-level state records, not the session summary. Reference: Cisco Help, Cisco Webex Contact Center Analyzer User Guide; Webex Contact Center Analyzer Stock Reports.

Question 6

Question Type: MultipleChoice

The agents in your team accept voice, email, and chat interactions, but a few agents cannot focus on multiple interactions.

Which multimedia profile type must be configured for agents to focus only on one contact?

Options:

- A- Voice Only
- B- Blended
- C- Blended Real Time
- D- Exclusive

Answer:

D

Explanation:

The Exclusive multimedia profile type is used when an agent must handle only one interaction at a time. Cisco's multimedia-profile model controls how many simultaneous contacts an agent can

receive and how different media types are blended. A blended profile can allow multiple channels, and a blended real-time profile is designed for voice plus real-time digital interactions under concurrency rules. Voice Only would restrict agents to voice and would not satisfy a team that handles voice, email, and chat. The scenario is not asking to remove digital channels; it says a few agents cannot focus on multiple interactions. Exclusive solves that by allowing the agent to work one contact regardless of channel, preventing simultaneous assignments that could reduce quality or agent performance. This is a tenant and desktop-experience configuration decision, not a queue routing problem. The agent can still be eligible for the configured channels, but the desktop capacity model keeps workload to one active interaction. Reference: Cisco Help, Webex Contact Center Setup and Administration Guide; Manage desktop profiles.

Question 7

Question Type: MultipleChoice

Refer to the exhibit.

```
Response Data :
{
  "statusCode": 401,
  "m_strResponseBody": "{\"errorData\":{\"errorDetail\":{\"actual\":\"\",\"errorType\":\"\",\"expected\":\"\"},\"errorMessage\":\"The supplied credentials are invalid.\",\"errorType\":\"Unauthorized\",\"reasonCode\":\"0\"},\"headers\":{\"...\"},\"statusText\":\"Unauthorized\"}"
}
```

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?

Options:

- 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

Explanation:

The Resolve Conversation node is a Webex CC Task/Engage integration node that depends on valid node authorization in Webex Connect. Cisco's Webex Connect documentation states that client applications such as Webex Connect must provide a valid access token to use Cisco Webex Contact Center and Webex Engage APIs, and that the token is generated from the configured node runtime authorization. If the Resolve Conversation node fails because it cannot call the Webex Contact Center integration properly, the administrator must authorize the Webex CC Task integration in Webex Connect with valid credentials. Changing the administrator password does not directly authorize the node runtime. Agent credentials are irrelevant because the flow node is running as an integration, not as an agent desktop session. A connector under Webex Contact Center integrations may be needed for some external API use cases, but the failing node shown is part of the pre-built Webex Connect/WxCC task authorization path. Reference: Webex Connect Help, Webex CC Task Integration Nodes and Node Authorizations; Resolve Conversation - WxCC.



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