



KaozhengPro

IT認證考試題庫 專業平臺

考證寶提供最新考古題與模擬試題
協助您高效通過認證考試

www.kaozhengpro.com

Exam : **300-830**

Title : Implementing Cisco
Collaboration Cloud
Customer Experience
(CLCCE)

Version : DEMO

1. Customers report delayed responses on chat interactions during peak hours. Voice interactions are unaffected.

Which area should be evaluated first to address this issue?

- A. Digital queue capacity and agent availability
- B. PSTN bandwidth
- C. Voice gateway configuration
- D. Call recording policy

Answer: A

2. An organization wants to provide consistent handling across chat and email channels, including similar greetings and routing rules.

Which design approach best supports this requirement?

- A. Reusing and standardizing digital flows
- B. Creating separate telephony profiles
- C. Increasing report retention
- D. Modifying PSTN providers

Answer: A

3. Calls are routed correctly during normal operations but fail during high-volume events. The system design needs validation.

Which element is most critical to review?

- A. Queue capacity and limits
- B. Desktop color themes
- C. Agent password policies
- D. Report refresh intervals

Answer: A

4. Match each telephony component to its primary function in Webex Contact Center.

Items:

- Channel
- Queue
- Team
- Flow

Options:

- Entry point for customer interactions
 - Holds calls until agents are available
 - Groups agents for call handling
 - Controls routing and decision logic
- A. Channel → Entry point for customer interactions
Queue → Holds calls until agents are available
Team → Groups agents for call handling
Flow → Controls routing and decision logic
- B. Channel → Controls routing and decision logic
Queue → Holds calls until agents are available

Team → Groups agents for call handling

Flow → Entry point for customer interactions

C. Channel → Entry point for customer interactions

Queue → Groups agents for call handling

Team → Holds calls until agents are available

Flow → Controls routing and decision logic

D. Channel → Entry point for customer interactions

Queue → Holds calls until agents are available

Team → Controls routing and decision logic

Flow → Groups agents for call handling

Answer: A

5. An administrator receives reports of one-way audio during calls. The PSTN provider reports no outages.

Which area should be investigated next?

A. Network firewall and NAT rules

B. Desktop theme settings

C. Historical report schedules

D. Agent password policies

Answer: A