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Question: 1

When troubleshooting voice channel issues, administrators review both design and runtime information. Which two areas are most relevant during initial troubleshooting?
(Select two.)

A. Flow design
B. Debug logs
C. Historical dashboards
D. Desktop themes
E. User license assignments

Answer: A,B

Question: 2

API integrations occasionally fail due to external system outages. Workflows must remain stable. Which design principle best addresses this requirement?

A. Tight coupling
B. Graceful error handling
C. Unlimited retries
D. Static logic

Answer: B

Question: 3

During peak hours, supervisors rely on dashboards rather than individual reports. Why are dashboards preferred in this scenario?

A. They replace call routing
B. They eliminate reporting permissions
C. They consolidate multiple KPIs in one view
D. They reduce data accuracy

Answer: C

Question: 4

Webex Contact Center provides different reporting options to meet operational and analytical needs.
Which two examples are considered stock reports?
(Select two.)

A. Predefined agent performance reports
B. Custom SQL-based reports
C. Standard queue statistics reports
D. Flow design diagrams
E. Debug trace outputs

Answer: A,C

Question: 5

Customized reports fail to load expected data after a configuration change. What should be checked first?

A. Data source and filter criteria
B. Agent desktop profiles
C. PSTN integration
D. Call flow versioning

Answer: A

Question: 6

Supervisors complain that too many reports create confusion rather than insight. Which best practice addresses this issue?

A. Focus on a limited set of relevant KPIs
B. Enable all available reports
C. Remove dashboards
D. Disable reporting access

Answer: A

Question: 7

An organization wants to deploy an AI-powered virtual agent to handle routine customer inquiries before escalating to live agents. Which feature best supports this objective?

A. Queue prioritization
B. Historical reporting
C. Desktop profile
D. Webex AI agent

Answer: D

Question: 8

When configuring users, administrators must ensure that agents can properly receive and handle interactions. Which two configurations are required for an agent to function correctly?
(Select two.)

A. Assigned user role
B. Telephony profile
C. Historical report subscription
D. Dashboard widget layout
E. AI assistant license

Answer: A,B

Question: 9

Before onboarding agents to Webex Contact Center, a network team performs readiness checks on the enterprise network. They want to avoid call quality issues and intermittent connectivity once agents go live.
Which network characteristic is most critical to validate during this preparation?

A. Desktop theme compatibility
B. Bandwidth, latency, and QoS
C. Historical report retention
D. Agent skill mapping

Answer: B

Question: 10

Which two elements must be correctly configured for inbound voice calls to reach agents successfully?
(Select two.)

A. Queue
B. Desktop layout
C. Channel
D. Dashboard widget
E. Historical report

Answer: A,C

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