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Latest Version: 6.0

Question: 1

Agent wellness features help organizations maintain a healthy workforce while using AI assistance. Which two outcomes are supported by agent wellness analytics? (Select two.)

- A. Identifying burnout risks
- B. Increasing call volume automatically
- C. Supporting workload balancing
- D. Eliminating human supervision
- E. Disabling call recording

Answer: A,C

Question: 2

After completing tenant configuration, administrators perform validation checks before go-live. What is the primary objective of this validation?

- A. Optimize AI features
- B. Ensure users, desktops, and reports function as intended
- C. Replace call routing logic
- D. Increase reporting volume

Answer: B

Question: 3

An analyst wants to review call volumes and agent performance over the past quarter. This data will be used for staffing and planning decisions. Which reporting type is most appropriate?

- A. Real-time reports
- B. Historical reports
- C. Live dashboards
- D. Debug logs

Answer: B

Question: 4

An administrator wants to separate inbound voice calls by department before reaching agents. This allows targeted handling and reporting.

Which configuration element best supports this requirement?

- A. Multiple queues
- B. Multiple channels
- C. Agent desktop profiles
- D. Dashboard widgets

Answer: A

Question: 5

During troubleshooting, administrators use debug tools to trace call behavior through the system. This helps isolate failures quickly.

What is the primary benefit of using debugs in voice troubleshooting?

- A. Improved reporting accuracy
- B. Real-time visibility into call processing
- C. Reduced PSTN cost
- D. Reduced PSTN cost

Answer: B

Question: 6

After deploying advanced features and AI capabilities, administrators perform end-to-end validation. This includes flows, integrations, and AI behavior.

What is the primary goal of this validation?

- A. Replace existing routing
- B. Ensure features operate as designed and safely
- C. Increase reporting volume
- D. Reduce training needs

Answer: B

Question: 7

An inbound call unexpectedly disconnects after entering a flow. The administrator suspects a configuration error rather than a PSTN failure.

Which troubleshooting step should be performed first?

- A. Review flow error handling paths
- B. Change PSTN provider
- C. Recreate agent profiles
- D. Modify historical reports

Answer: A

Question: 8

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: 9

An organization wants to audit agent performance trends over time to support coaching initiatives. Which reporting capability is most appropriate?

- A. Real-time dashboards
- B. Historical reports
- C. Debug logs
- D. Call flow analytics

Answer: B

Question: 10

A digital interaction enters the system, but it is never placed into a queue. Voice interactions using the same queue work as expected.

What is the most likely cause?

- A. Digital flow not linked to the queue
- B. Queue capacity exceeded
- C. Agent desktop profile mismatch
- D. Network latency

Answer: A

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