Vendor: Cisco

Exam Code: 300-820

Exam Name: Implementing Cisco Collaboration Hybrid and Cloud Technologies (CLHCT) v2.0

Version: DEMO

QUESTION 1
A customer is migrating from an on-premises Cisco UCM deployment to Webex Calling and successfully converted the phone firmware from Enterprise to MPP. After a user is configured with Webex Calling professional license and the MPP phone is added with a MAC address, the endpoint fails to register. What is the reason?

A. The remote office's firewall is blocking specific Webex service ports
B. The user has not signed into the Webex account.
C. The phone must be added to the user before the license is assigned.
D. The Webex App is not installed on the user's PC or is not running.

Answer: A
Explanation:
After an Enterprise phone is converted to MPP and added in Control Hub with the correct user license and MAC address, registration depends on the phone reaching Webex Calling cloud services. If required Webex service ports or URLs are blocked by the office firewall, the phone cannot complete cloud registration.

QUESTION 2
Which portal allows end users to discover and install third-party apps directly within the Webex application?

A. Developer Portal
B. App Hub
C. Control Hub
D. Room OS Portal

Answer: B
Explanation:
Webex App Hub allows users to discover Webex integrations and third-party applications that can be added and used directly with the Webex application.

QUESTION 3
An administrator suspects that a recent upgrade or configuration change has affected cloud message delivery across the Webex Calling deployment. Which tool allows the administrator to analyze message delivery latency and errors across users at an organizational level?

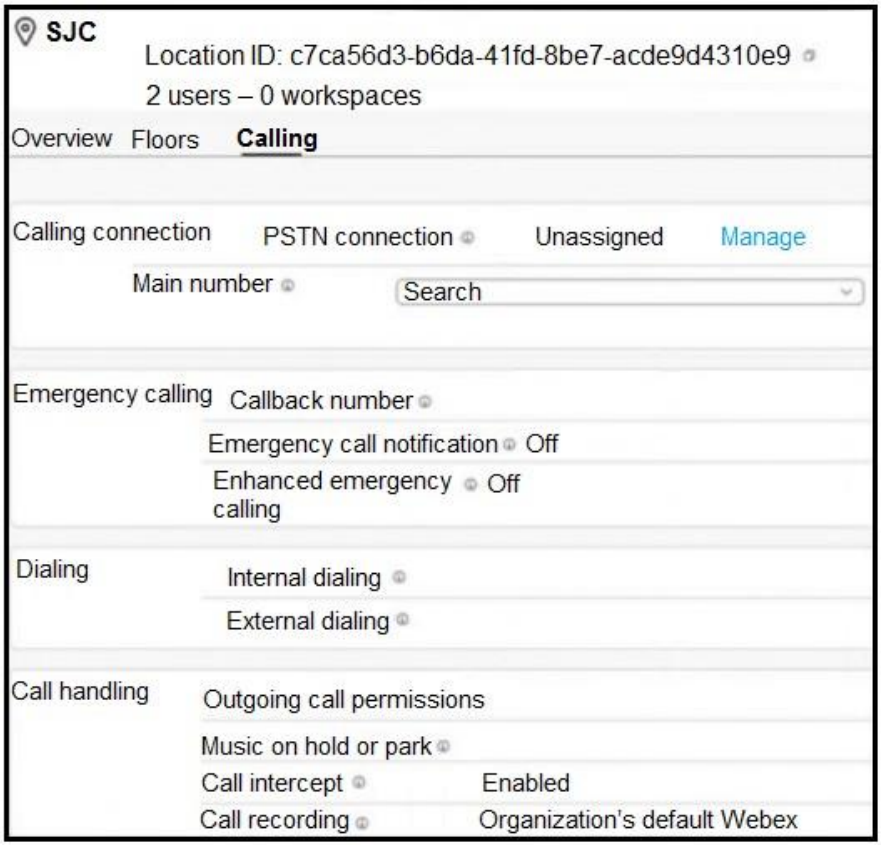
A. Review Expressway-E call logs for messaging errors.
B. Access the Directory Connector synchronization logs.
C. Use the Insights and Analytics dashboard in Control Hub.
D. Generate Unified CM CTI logs for message activity

Answer: C
Explanation:
The Insights and Analytics dashboard in Control Hub provides organization-level visibility into Webex service performance, including message delivery trends, latency, and errors across users.

QUESTION 4
Refer to the exhibit. After phone numbers are migrated into Webex Calling via Control Hub, users report that incoming calls fail to ring on their assigned phones, and callers hear a rejection message.

The administrator determines:
- Devices show as registered in the Control Hub device status view.
- Media statistics for other calls are normal
- In user and device assignments, the numbers are mapped to users.

What is the cause of this issue?



A. The Call intercept feature is enabled on user accounts, which causes all incoming calls to be blocked.
B. The user location has insufficient internet bandwidth.
C. The caller's network is experiencing high latency.
D. The phone numbers are not assigned to any device.

Answer: A
Explanation:
Call intercept is enabled for the location shown in Control Hub. When call intercept is active, incoming calls can be blocked or redirected according to the intercept configuration, which explains why registered phones with assigned numbers do not ring and callers hear a rejection message.

QUESTION 5
An engineer is designing an automation workflow that integrates Webex with a third-party CRM system. The solution must:

- Send real-time notifications when a new Webex meeting is scheduled.

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- Automatically message participants with meeting details.
- Retrieve user profiles to personalize communication.
- Log call events for compliance tracking
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Which two APIs from the Webex platform must be used to meet the requirements? (Choose two.)

A. Webex Events API — to track meeting creation and participant activity
B. Webex Messaging API — to send automated messages to users and spaces
C. Webex People API — to retrieve user profile information for personalization
D. Webex Meetings API — to manage call logs and compliance reports
E. Webex Calling API — to send meeting invitations and manage calendar events

Answer: BC
Explanation:
Webex Messaging API is used to send automated messages with meeting details to users or spaces. Webex People API is used to retrieve user profile information so the CRM workflow can personalize communications.

QUESTION 6
A user reports that they experienced audio dropouts during a Webex meeting two weeks ago. An administrator discovers that the meeting had participants from multiple regions and the audio issue was reported by users in one region. What is the most effective way to locate and review troubleshooting data for this meeting in Control Hub?

A. Manually convert time zones for every participant, then search by device MAC address.
B. Use the Search bar in Control Hub to search for the meeting by host email, and specify the correct time zone in the calendar filter.
C. Contact Cisco support to provide a full diagnostics report for all meetings in the last month.
D. Filter the troubleshooting dashboard by ‘meeting type” and review ongoing meetings.

Answer: B
Explanation:
Control Hub troubleshooting allows administrators to search for a specific Webex meeting using details such as the host email and time range. Setting the correct time zone in the calendar filter helps locate historical meeting data accurately, especially when participants joined from multiple regions.

QUESTION 7
All attendees in a scheduled meeting cannot share their screen or files unless explicitly granted permission by the host during the meeting. Which action must the administrator take in Webex Site Administration to modify this site-wide default behavior?

A. Enable the “Maximum video connections” under Video Options.
B. Enable the “Allow attendees to view shared content” option under the meeting preferences.
C. Enable the “Allow attendees to share content” option under Meeting Options.
D. Enable the “Allow Hosts to share content” option under the advanced meeting settings.

Answer: C
Explanation:
The site-wide attendee sharing behavior is controlled by the Webex meeting option that allows attendees to share content. Enabling this setting permits attendees to share their screen or files without needing the host to grant permission during each meeting.

QUESTION 8
An administrator wants to keep calls working when an end user loses their connection to Webex. The administrator determines that they must set up Site Survivability. Which configuration enables Site Survivability for Webex Users?

A. **voice register global**
mode errs
B. **call-manager-fallback**
mode Webex-sgw
C. **voice register global**
mode webex-sgw
D. **call-manager-fallback**
mode webex-sgw

Answer: C
Explanation:
Webex Calling Site Survivability uses Survivability Gateway configuration under voice register global with mode webex-sgw. This enables the local gateway to provide fallback call control for Webex users when connectivity to Webex is unavailable.

QUESTION 9
A company has decided to enable Single Sign-On in Webex using an external identity provider (IdP). The Webex administrator must configure SSO for the organization in Control Hub.

Requirements:
- The IdP metadata file has already been exported from the IdP.
- The correct configuration flow must be applied in Control Hub.
- End users should authenticate only through the IdP once SSO is enabled.

What is the next action the administrator must take in Control Hub to correctly configure SSO?

A. Direct end users to authenticate via Webex default login until SSO is confirmed.
B. Assign SSO permissions manually to each user in the Control Hub user list.
C. Push the IdP metadata file to user accounts individually.
D. Import the IdP metadata into Control Hub and validate the connection.

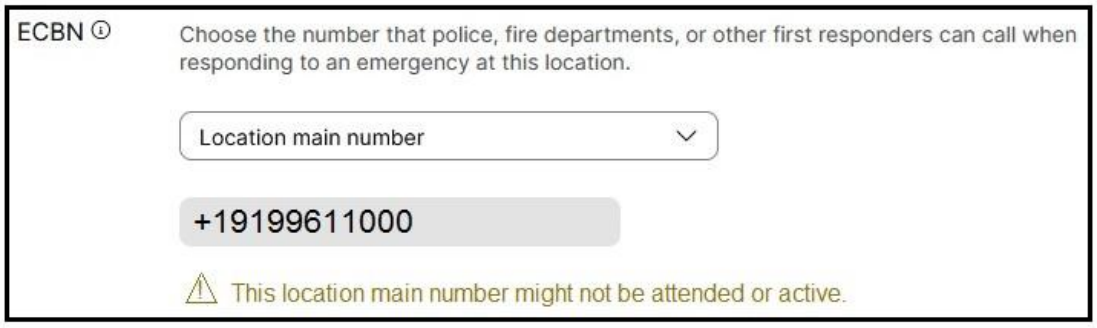
Answer: D
Explanation:
To enable SSO for a Webex organization, the administrator imports the IdP metadata into Control Hub and validates the SSO connection. This establishes the trust relationship between Webex and the external identity provider so users authenticate through the IdP after SSO is enabled.

QUESTION 10
An organization is moving from on-premises Active Directory to Azure Active Directory. The Webex Control Hub administrator must configure directory synchronization so that user accounts in Azure AD are synchronized automatically into Webex. Which action must the administrator take in Webex Control Hub so that user attributes such as display name and UPN map correctly to Webex accounts?

A. Enable SSO with Azure AD because this automatically synchronizes users to Webex.
B. Deploy Cisco Directory Connector on a Windows server and connect to Azure AD using LDAPS.
C. Export all Azure AD users into CSV and bulk import them into Control Hub periodically.
D. Configure Azure AD SCIM provisioning directly to Webex Control Hub.

Answer: D
Explanation:
Azure AD SCIM provisioning synchronizes users and mapped attributes from Azure AD into Webex Control Hub automatically. This allows attributes such as display name and UPN to map correctly to Webex user accounts during directory synchronization.

QUESTION 11
Refer to the exhibit. Which option addresses the warning message “This location main number might not be attended or active.”?



A. Choose Assigned Number from the dropdown and select a number.
B. This message will disappear after location has users configured.
C. Choose Route Group from the dropdown and select a route group.
D. Choose Assign Extension from the dropdown and select an extension.

Answer: A
Explanation:
The warning appears when the location main number is not associated with an active, attended destination. Selecting an assigned number from the dropdown ensures the location main number is tied to an active configured number that can properly receive calls.

QUESTION 12
During directory synchronization setup, the customer wants to ensure that only specific OU users are synchronized into Webex Calling. Where is this restriction configured?

A. in Control Hub, by creating an OU Exclusion Policy under Directory Sync
B. in Control Hub, by setting user access roles to limit synchronization
C. in Webex Calling Location settings, by mapping OUs via Calling Users Filter
D. in Directory Connector, by defining LDAP filters that control synchronization scope

Answer: D
Explanation:
Directory Connector controls which Active Directory objects are synchronized by using LDAP filters. Defining the appropriate LDAP filter limits synchronization to the required organizational units and users before they are imported into Webex.

QUESTION 13
Which configuration in a local gateway registered to Webex is required so that SRV queries are formatted as Secure SIP for the access SBC?

A. **url sips**
B. **session transport tcp tls**
C. **url sip**
D. **session transport sips**

Answer: A
Explanation:
The url sips configuration makes the Local Gateway format DNS SRV queries for Secure SIP, allowing it to resolve the access SBC using the secure SIP service records required for TLS-based signaling.

QUESTION 14
Refer to the exhibit. After security policy updates, users in your organization report they cannot add external participants to newly created Webex App spaces but can still communicate with external users in older group spaces.

Investigation shows:
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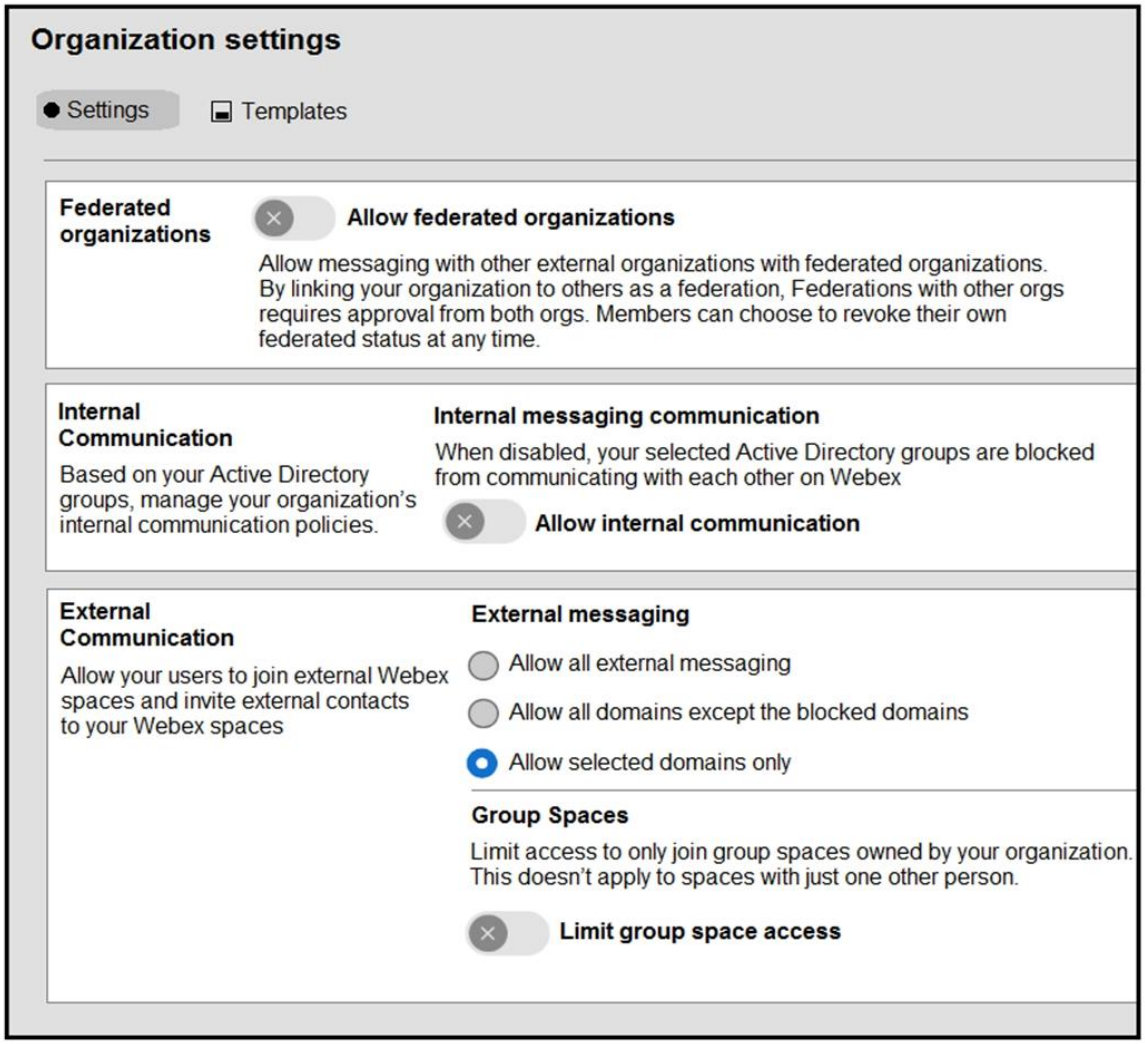
- External communication was recently restricted using "Allow selected
domains only" in Control Hub.
- The allow list for domains is currently empty.
- No user groups are exempted from the restriction policy.
- Existing spaces that included internal and external members before
the restriction still function normally.
```

What is the explanation for this behavior?



A. The restriction applies only to new spaces and new participants joining after the policy change.
B. Bots are being blocked by domain restrictions, causing messaging failures for all spaces.
C. The changes retroactively remove external users from all spaces created before the policy update.
D. The allow list has duplicate domains, which causes all communication attempts to fail.

Answer: A
Explanation:
External messaging restrictions in Control Hub affect new external communication activity after the policy is applied, such as adding external participants to new spaces. Existing group spaces that already contained external users before the restriction can continue to function, so older spaces are not automatically broken by the policy change.

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