

DUMPS ARENA

Avaya Oceana - Solution Integration Exam

Avaya 7495X

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

Which statement describes the “Coverage to messaging” feature supported in Avaya Oceana® 3.5?

- A. It is a mailbox that can be associated with the agent, the skill or any other suitable grouping.
- B. Customers have the option to leave a voice message when a Required Resource does not answer.
- C. It is a workflow option to route to the agent’s voice mailbox to leave a voice message.
- D. It is a shared mailbox that can be associated with a set of agents; i.e., an agent group.

ANSWER: A**Explanation:**

Reference: <https://www.devconnectprogram.com/fileMedia/download/08ad7375-7c2e-4767-929f-15f4e8130a0d>

QUESTION NO: 2

While logging in to Agent Workspaces, which two services are used by Avaya Oceana® Workspaces for authentication? (Choose two.)

- A. Avaya Session Manager Service
- B. Avaya Breeze Authorization Service
- C. Avaya Communication Manager Authentication Service
- D. LDAP Authentication Service

ANSWER: B C**QUESTION NO: 3**

Avaya Oceana® routed calls require two Communication Manager (CM) variables:

- Routing Vector requires a variable used to collect Agent ID.
- Avaya Oceana® solution vectors require a Persistent variable.

Which two purposes do these variables serve in CM? (Choose two.)

- A. To hold Agent ID from Adjunct Route response message
- B. To distinguish between RONA and Adjunct Routed Elite Anchored calls

- C. To hold the customer ANI to perform Adjunct Route
- D. To distinguish between Adjunct Routed Elite and WebRTC Voice/AAMS anchored calls
- E. To hold UUID information to be shared with Avaya Oceana®

ANSWER: A D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION NO: 4

Which statement about Unified Agent Controller (UAC) is true?

- A. The UAC consumes agent configuration information via CSC component.
- B. The UAC application is the client-side component that manages the connections to the individual Oceana agent desktop applications.
- C. The UAC consumes agent configuration information via the UCM component.
- D. The UAC application is the server-side component that manages the connections to the individual Oceana agent desktop/workspaces.

ANSWER: D

Explanation:

Reference: <https://slideplayer.com/slide/12076065/>

QUESTION NO: 5

Avaya Oceana® is the next generation of customer engagement platform that is designed using which platform?

- A. Avaya Breeze™
- B. Avaya Control Manager
- C. Avaya Aura® Session Manager
- D. Avaya SDK

ANSWER: A

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101053617> (5)

QUESTION NO: 6

Which two statements about an IP address assignment of Breeze™ Nodes are true? (Choose two.)

- A. Each Breeze Node requires three IP addresses.
- B. Clusters with more than one Node require an additional IP – Cluster IP.
- C. Each Breeze Node requires two IP addresses.
- D. Each Breeze Node requires one IP Address.
- E. Clusters with more than one Node do not require a 3rd IP – Cluster IP.

ANSWER: D E

QUESTION NO: 7

Which statement describes the function of the Work Assignment Snap-in?

- A. It is an agent selection component based on attribute matching across all channels.
- B. It is an engine for tracking and maintaining the end-to-end context of omnichannel interactions.
- C. It is an enterprise workflow model to orchestrate the omnichannel interaction flow.
- D. It is a normalized model for all resources and interactions that provides states for resources and interactions.

ANSWER: A

QUESTION NO: 8

After deploying the Avaya Oceana® Cluster1, the cluster status will be in the Deny New Service State.

Which two steps must be performed to complete the Cluster1 installation? (Choose two.)

- A. Change the Cluster 1 attributes to the desired values.
- B. Change the Cluster 1 status to accept new service after reboot.
- C. Change the Cluster1 status to deny new service after reboot.
- D. Reboot is not required for Avaya Breeze Nodes from Cluster1.
- E. First reboot Avaya Breeze Nodes from Cluster1.

ANSWER: A C

QUESTION NO: 9

Which two actions are required when configuring the Avaya Oceana® Webchat channel? (Choose two.)

- A. Deploy a WebServer.
- B. Create Chat Provider.
- C. Login to Agent Workspaces.
- D. Initiate a Webchat session.
- E. Deploy ED Chat Flow.

ANSWER: A B

QUESTION NO: 10

You are configuring the attributes under the provisioning cluster.

What is the effective value for the attribute “voice provider id” under voice configuration, which needs to match the configuration of Voice Provider in Avaya Control Manager?

- A. Avaya Aura Media Server Host Name
- B. Session Manager Security Module Host Name
- C. Avaya Control Manager Host Name
- D. Avaya Aura Communication Manager Host Name

ANSWER: C

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>