

DUMPS ARENA

Avaya Oceana - Solution Support Exam

Avaya 7497X

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

Which two statements describe what the Engagement Designer (ED) does while it is processing an Incoming Interaction from a chat contact? (Choose two.)

- A. ED sends a resource request to CS with chat attributes for a suitable agent.
- B. ED sends a "create new contact" request to OCP snap-in.
- C. ED workflow requests chat attributes for the Context Id from C Store.
- D. ED sends a resource request to WA and invites the agent to a chat room.
- E. ED sends a resource request to WA with chat attributes for a suitable agent.

ANSWER: B E

QUESTION NO: 2

Refer to the exhibit.

Replica Node Most Name	Product	Synchronization Status	Last Synchronization Time	6GB Capa	6GB Capable
lr-oceana1-br01.lab.tn.avaya.com	CE	Synchronized	June 13, 2018 1:09:15 PM +05:30	Yes	Yes
lr-oceana1-br02.lab.tn.avaya.com	CE	Synchronized	June 13, 2018 1:09:15 PM +05:30	Yes	Yes
lr-oceana1-br03.lab.tn.avaya.com	CE	Synchronized	June 13, 2018 1:09:15 PM +05:30	Yes	Yes
lr-oceana1-br04.lab.tn.avaya.com	CE	Synchronized	June 13, 2018 1:09:15 PM +05:30	Yes	Yes

- A. It displays; the Avaya Oceana Breeze™ nodes that are synchronized with Session Manager.
- B. It displays the need for running a DRS replication Service for Avaya Breeze™ nodes.
- C. It displays a successful DRS replication from System Manager to the Avaya Breeze™ nodes.
- D. It displays the need to repair the replication service from System Manager to the Avaya Breeze™ nodes.

ANSWER: C

QUESTION NO: 3

When a customer wants to perform a backup of the Avaya Oceana® solution, which three actions must they take? (Choose three.)

- A. Backup Avaya Control Manager DB.

- B. Backup Omni channel Cache DB.
- C. Backup Avaya Aura® Session Manager.
- D. Backup UCA Store Service.
- E. Backup Cluster# 1 Snap-in's SVAR files.

ANSWER: C D E

QUESTION NO: 4

Which parameter uniquely identifies a contact while It is being processed in Engagement Designer?

- A. Caller ID
- B. WorkRequestID
- C. ContextId
- D. DNIS Number

ANSWER: C

QUESTION NO: 5

Which two log files are used to troubleshoot CSC-AES connection problems? (Choose two.)

- A. /var/log/Avaya/dcm/pu/CallServerConnector
- B. /var/log/Avaya/services/CallServerConnector
- C. /var/log/Avaya/dcm/pu/AgentControllerService
- D. /var/log/Avaya/services/CustomerControllerService

ANSWER: B D

QUESTION NO: 6

Which two steps must be completed before restoring the backup of the Avaya Oceana® solution? (Choose two.)

- A. Uninstall the UCA Store Service, no need to restart the nodes of the Avaya Oceana Cluster 1 to delete the UCA Store Space.
- B. Uninstall UCA Store Service, than restart the nodes of the Avaya Oceana Cluster I to delete the UCA Store Space.
- C. Ensure that the UCA Store Service is installed on the Avaya Oceana Cluster 1.

D. Ensure that the UCA Store Service is not installed on the Avaya Oceana Cluster 1.

ANSWER: B D

QUESTION NO: 7

During the Avaya Oceana Email Channel processing, which component sends Information to Context Store and UCM?

- A. ORC
- B. Email Manager
- C. Omni channel Database
- D. Agent Controller

ANSWER: B

QUESTION NO: 8

To check Context ID in Context Store for the Avaya Aura® Experience Portal record, which two tools can be used to run queries on Context Store? (Choose two.)

- A. Web Browser
- B. CS TOOL
- B. POSTMAN
- C. SERVICE MAP

ANSWER: A

QUESTION NO: 9

An Avaya Oceana® administrator wants to add a new Avaya Oceana® agent. Prior to adding, the administrator logs in to the Communication Manager and finds that the new agent ID is already present In the "list agent-loginID" output.

Which action can be performed by the administrator to successfully add the new agent to Avaya Oceana®?

- A. Over write the Agent ID using Avaya Control Manager while adding the Avaya Oceana® user.
- B. Remove the Agent ID from Communication Manager.
- C. Add the new Avaya Oceana® agent using Control Manager.
- D. No action; the Agent ID is not required while adding an Avaya Oceana® user In the Control Manager.

ANSWER: C

QUESTION NO: 10

While troubleshooting web chat interactions, which snap-In service and PU logs must be checked from the Avaya Oceana Cluster#3?

- A. CustomerControllerService
- B. ORCRestService
- C. AgentControllerService
- D. WAIMRestService

ANSWER: B