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## Avaya Oceana - Solution Support Exam

Avaya 7497X

Version Demo

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**QUESTION NO: 1**

A customer is running an Avaya Oceana® solution, and the technical engineer is troubleshooting an operational issue. The customer is using the centralized logging Kibana interface to debug the log files.

Which action can the engineer take to quickly file all the ERROR messages in the log files?

- A. Add a custom filter type error, and then add this filter in selection criteria.
- B. Set the log level to FINE to see error messages.
- C. By default all the errors are highlighted in Kibana.
- D. Under Filters, choose the level, and then select Add Filter Error.

**ANSWER: A****QUESTION NO: 2**

After it has completed the processing of Engagement Designer (ED) workflow for SMS Interaction, which two components does ED respond back to? (Choose two.)

- A. Work Assignment
- B. Messaging Service
- C. Unified Collaboration Model
- D. ORC Rest Service
- E. Context Store

**ANSWER: D E****QUESTION NO: 3**

Which VDN is required in Communication Manager for initiating an adjunct route to transfer calls coming from Avaya Experience Portal to Avaya Oceana®?

- A. Transfer VDN
- B. Routing VDN
- C. Ingress VDN
- D. RONA VDN

**ANSWER: B****QUESTION NO: 4**

A customer is running an Avaya Oceana® solution and the technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana®, the engineer finds an issue with the Avaya Oceana Unified Collaboration model and wants to check the UCM log.

Which two log locations contain the logs for the UCM component? (Choose two.)

- A. Services Log Files /var/log/Avaya/service/UCService/ or ContactCenterService/ or OpenUM/
- B. UCSStore log file to /var/log/Avaya/services/UCMStoreService/UCMStoreService
- C. CSCService Log Files /var/log/Avaya/services/CSCService/CSCService.log
- D. PU Service log file to /var/log/Avaya/dcm/pu/UCMService/or UCM Data Collector/ or ContactCentreService/
- E. Services log file to /var/log/Avaya/service/UCMService/ or UCMDDataCollector/ or ContactCentreService/

**ANSWER: B C****QUESTION NO: 5**

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

- A. It is a normalized model for all Avaya Oceana® resources.
- B. It is responsible for interaction routing.
- C. It helps Avaya Oceana® customer\* build their business logic.
- D. It provides contextual information.

**ANSWER: D****QUESTION NO: 6**

Which three parameters are associated to a work request inside the Avaya Oceana® solution? (Choose three.)

- A. Customer ID
- B. Work Request Id
- C. Agent ID
- D. Attributes
- E. Work flow Type

**ANSWER: A C D**

**QUESTION NO: 7**

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: 8**

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

- A.** Each cluster
- B.** Common Component cluster
- C.** UAC cluster
- D.** OCP cluster

**ANSWER: B**

**QUESTION NO: 9**

Agent Controller receives Information from the Omnichannel Resource Controller (ORC).

Outing the Email Flow processing, to which components does the Agent Controller feed the Information?

- A.** UAC, Agent Workspaces and Omnichannel
- B.** UAC, Email Snap-In and Omnichannel DB
- C.** UAC and Omnichannel DB
- D.** UCM Spaces, UAC, and Agent Workspaces

**ANSWER: B**

**QUESTION NO: 10**

For deploying the Avaya Oceana® solution, what are the two recommendations for software and secure communications? (Choose two.)

- A.** Check compatibility with Avaya Aura® 6.x stack as Avaya Oceana® solution is compatible with Avaya Aura® 6.x.
- B.** Install signed certificates for an Avaya Oceana® deployment.
- C.** Load signed certificates for an Avaya Oceana® deployment.
- D.** Verify the minimum software release and compatibility metrics for Avaya Oceana® with the Avaya Aura® stack.
- E.** Check compatibility with Avaya Aura® 5.x stack as Avaya Oceana® solution is only compatible with Avaya Aura® 5.2.1.

**ANSWER: A B**