Vendor: Avaya

Exam Code:7495X

Exam Name: Avaya Oceana Solution Integration Exam

Version: Demo

QUESTION 1

Once the incoming email is downloaded by the email snap-in, which component does Omnichannel Controller then contact to model the email work item?

A. Omnichannel Controller contacts WA to create a work item inside Avaya Oceana® and WA models the email interaction work item.

B. Omnichannel Controller contacts UCM to create a work item inside Avaya Oceana® and UCM models the email interaction work item.

C. Omnichannel Controller contacts ED to create a work item inside Avaya Oceana® and ED models the email interaction work item.

D. Omnichannel Controller contacts UCA to create a work item inside Avaya Oceana® and UCA models the email interaction work item.

Correct Answer: A

QUESTION 2

Which two statements about the functionally provided by Avaya Oceana® Omnichannel datastore are true? (Choose two.)

A. Chat, Email, and SMS interactions are stored in Omnichannel Datastore.

B. Customer History Information is provided by Omnichannel Datastore.

C. Omnichannel datastore can co-reside with Avaya Oceana® Cluster#3.

D. Omnichannel datastore can co-reside with Avaya Oceana® Cluster#2.

E. Voice Interactions information is stored in Omnichannel Datastore.

Correct Answer: AB

QUESTION 3

After adding the Oceana® UCA and CM to the same location in the Control manager, which two configurations are required for this newly added location? (Choose two.)

A. Assign a location to Web Server.

B. Assign a location to Application Server.

C. Assign a location to Provisioning Server.

D. Assign a location to Monitor Server.

E. Assign a location to Database Server.

Correct Answer: BC

QUESTION 4

Refer to the exhibit.

What is the significance of the Avaya Control Manager Screen while deploying an Avaya Oceana® solution?

A. Avaya Oceana® and Avaya Communication managers are added by Avaya Control Manager.

B. Avaya Communication Manager and Avaya Oceana® servers are not added to the same location.

C. Avaya Communication Manager and Avaya Oceana® servers have been successfully added to the same location,

D. Avaya Oceana® and Avaya Communication Managers are not added by Avaya Control manager and the configuration is not saved.

Correct Answer: A

QUESTION 5

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.

Correct Answer: DE

QUESTION 6

Which three Avaya applications are required for Avaya Oceana® routed multimedia only deployments?

(Choose three.)

A. Avaya Aura® System Manager (SMGR)

B. Avaya Aura® Communication Manager (CM)

C. Application Enablement Services (AES)

D. Avaya Control Manager (ACM)

E. Avaya BreezeTM

Correct Answer: ABC

QUESTION 7

Which component is responsible for integrating Oceana® Workspaces with Oceana® Core components?

A. Unified Collaboration Administration

B. Call Server Connector (CSC)

C. Unified Agent Controller (UAC)

D. Unified Collaboration Model (UCM)

Correct Answer: A

QUESTION 8

While an Avaya Oceana® Agent is on a live webchat session with a customer, which three supervisor features are available to the Oceana® supervisor? (Choose three.)

A. Route to

B. Barge-in

C. Coach

D. Transfer

E. Observe

Correct Answer: BDE

QUESTION 9

Which two snap-ins are responsible for collecting Oceana® data and providing it to the ReliableEventing Framework? (Choose two.)

A. OmniCenter ProvisioningCollector

B. UCMDataCollector

C. AgentControllerService

D. UCMService

E. Authorization Service

Correct Answer: CD

QUESTION 10

Which three items are required for the Chat-Bot integration with Avaya Oceana? (Choose three.)

A. Avaya Co-Browse

B. Secondary Omnichannel Datastore

C. Rackspace instance

D. Avaya Chat Servers APS

E. An additional license from Avaya

Correct Answer: BDE

QUESTION 11

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.

Correct Answer: AC

QUESTION 12

While working on Email Channel Configurations in Avaya Oceana® where can you enable the Agent Initiated Email feature for Agents?

A. Email > Recipient Address > Edit Mail box > check the Agent Initiated Email check box

B. Email > Rule Groups > Edit Default Rule > check the Agent Initiated Email check box

C. Email > System Rules > Edit Default Rule > check the Agent Initiated Email check box

D. Email > Sender Groups > Edit Mail box> check the Agent Initiated Email check box

Correct Answer: D