www.CERTBUS.com

7495X^{Q&As}

Avaya Oceana Solution Integration Exam

Pass Avaya 7495X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.certbus.com/7495x.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

For integrating an Avaya Oceana® solution with Avaya Control Manager, which Cluster Rest interface URL is configured?

A. http://Cluster4-IP/services/UCAStore/uca

B. http://Cluster2-IP/services/UCAStore/uca

C. http://Cluster1-IP/services/UCAStore/uca

D. http://Cluster3-IP/services/UCAStore/uca

Correct Answer: C

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

QUESTION 2

Using the customer history widget, Avaya Oceana® Agents can search customer history to find information about previous multimedia interactions with the customer.

Which component holds multimedia customer history information?

A. Omnichannel Datastore

B. Avaya Aura® Session Manager

C. External Data Mart

D. Avaya Control Manager

Correct Answer: A

QUESTION 3

Which two components are required for an Avaya Oceana® Contact Center Administration for multimedia only deployment? (Choose two.)

A. Avaya Aura® Session Manager (SM)

B. Avaya Aura® Application Enablement Services (AES)

C. Avaya Aura® Communication Manager (CM)

D. Avaya Control Manager (ACM)

E. Avaya Aura® System Manager (SMGR)

Correct Answer: CD

QUESTION 4

Which snap-in provides a single interface through which client components can manage and retrieve customer Information from Context Store, Multimedia Database and CRM?

A. OceanaCoreDataService Snap-in

B. ContactCenterService Snap-in

C. CustomerManagement Snap-in

D. CustomerJourneyService Snap-in

Correct Answer: B

QUESTION 5

After a new webchat session is initiated by the customer, what is the next step the customer controller snap-in performs to create a new contact inside Avaya Oceana?

A. The customer Controller Snap-in sends the "create new contact request" to OCP Snap-in.

B. The customer Controller Snap-in sends the "create new contact request" to WA Snap-in.

C. The customer Controller Snap-in sends the "create new contact request" to UCA Snap-in.

D. The customer Controller Snap-in sends the "create new contact request" to UCM Snap-in.

Correct Answer: B

QUESTION 6

Which two items are required in Avaya Aura® for a Green Field implementation of an Avaya Oceana® solution? (Choose two.)

A. Avaya Aura® Application Enablement Services with Advanced TSAPI license

B. Front-End third party IVR or Avaya Aura® Experience Portal

C. Communication Manager with license for Elite Call center

D. Avaya Call Management System

E. Avaya Contact Recorder

Correct Answer: AC

QUESTION 7

Which three are multimedia capabilities of an Avaya Oceana® solution? (Choose three.)

A. Scanned Documents

B. Social Media

C. SMS

D. Co-browse

E. PSTN Voice Calls

Correct Answer: BCD

QUESTION 8

On which component in Avaya Oceana® 3.5 is the Omnichannel Administration utility hosted?

A. OC Database server

B. Avaya Control Manager

C. Avaya Aura® System Manager

D. Avaya Communication Manager

Correct Answer: A

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

QUESTION 9

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

Reference: https://downloads.avaya.com/css/P8/documents/101029734

QUESTION 10

For the implementation of an Avaya mobile Video solution, which two additional components are required? (Choose two.)

A. Avaya Aura® Web Gateway

B. Avaya Mobile Video Gateway

C. Avaya Aura® Media Server

D. Equinox Management Server

E. Avaya Aura® Session Manager

Correct Answer: CE

QUESTION 11

While deploying the Avaya Oceana® solution, it is recommended that the customer provide an External data mart (EDM) database for Context Store.

Which three databases are supported for EDM deployment? (Choose three.)

A. Sybase

B. Informix

C. Microsoft SQL Server

D. PostgreSQL

E. Oracle Database

Correct Answer: CDE

Reference: https://documentation.avaya.com/bundle/DeployingAvayaOceanaSolution_r34/page/
Create_the_database_for_External_Data_Mart.html

QUESTION 12

When a customer calls the Oceana® Contact Center, which Communication Manager VDN performs the Adjunct Route to the Oceana® voice (CSC) via AES?

A. ADJUNCT VDN

B. ROUTING VDN

C. RONA VDN

D. INGRESS VDN

Correct Answer: D

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

QUESTION 13

During a chat interaction with a customer, which two actions can be performed by an agent? (Choose two.)

A. Conference a supervisor

B. Email

C. Transfer to a supervisor

D. Transfer a file

E. Initiate a co-browse session

Correct Answer: BD

QUESTION 14

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

QUESTION 15

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

Latest 7495X Dumps   7495X PDF Dumps   7495X Braindumps