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QUESTION 1

An administrator logs in to ED admin console to check the current interactions status and finds an ED instance with Event Type "ROUTE_CONTACT_SMS".

How is the event type mapped to the SMS channel in Avaya Oceana?

- A. The Event Type is mapped to the routepoint, which is configured in SMS Configuration through the Omnichannel administration utility.
- B. The Event Type is mapped to the workflow name, which is configured in SMS Configuration through the Omnichannel administration utility.
- C. The Event Type is mapped to the tag, which is configured in SMS Configuration through the Omnichannel administration utility.
- D. The Event Type is mapped to the SMS snap-in name, which is configured in SMS Configuration through the Omnichannel administration utility.

Correct Answer: A

QUESTION 2

Consider the following ContextData for a Voice Channel Interaction: ContextData=S9iOZBBTKiQ-pF9K-x8lw,VO,N

What is the significance of "VO"?

- A. VO - "VoIP" Call
- B. VO - "PSTN" Voice
- C. VO - Video
- D. VO - Web Voice

Correct Answer: A

QUESTION 3

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® it is not delivered to the available agents. During the isolation, the engineer found that the CSC TSAPI application is unable to receive CM events through AES.

To find out what is causing this problem, which log need to be checked?

- A. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/CallServerConnectorService

B. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/pu/CallServerConnectorService

C. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/pu/pu.log

D. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/CallServerConnectorService

Correct Answer: B

QUESTION 4

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

During 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

Correct Answer: B

QUESTION 5

Consider the log messages from ContactCenterService PU log file ucm-affadapter-pu-1.log:

```
2018-02-21 11:21:21, 549 [Pool-pool-4-thread-1] INFO AsyncHttpClient
```

```
[adapter-pu-1] [M:sendEvent][T:] .Sent request to
```

```
[http://135.122.104.77:80/services/EventingConnector/events?affinity=135.122.104.77] with header
```

```
attributes [{family=OmniCenter, type=CONTACT_ENDED, metadata-ucid=Eke6-qw3S2K-NyAKSJny6A,
```

```
version=1.0)],body [RouteContactEvent [,
```

```
id=UGZQRVhJNHhTaG1ycXQyQThFN2VJdw==,ip=135.122.104.77,
```

```
wr=PfPEXI4xShmrtq2A8E7elw,c=Eke6-qw3S2K-NyAKSJny6A,p=OCP ShortMessageService,
```

```
ch=ShortMessageService, rrlId=f785b56c-364f-4acf- 9620b723a6ca43c6,routAddr=,wfType=ROUTE_CONTACT_SMS,  
reason=DEFAULT]]
```

What is the Work Request ID in the log message?

A. UGZQRVhJNHhTaG1ycXQyQThFN2VJdw

- B. f785b56c-364f-4acf-9620-b723a6ca43c6
- C. PfPEXI4zShmrqt2A8E7elw
- D. Eke6-qw3S2K-NyAKSJny6A

Correct Answer: A

QUESTION 6

You have successfully deployed the Avaya Oceana® solution.

Which two verification steps will confirm that the voice interactions can be delivered to Avaya Oceana® agents? (Choose two.)

- A. The Avaya Oceana® administrators are in READY state for voice channel.
- B. The AES and CSC connections are established.
- C. The Avaya Oceana® agents are in READY state for the email channel.
- D. The Avaya Oceana® agents are in READY state for the voice channel.

Correct Answer: BD

QUESTION 7

Which credentials does Avaya Oceana Workspaces use for Agent login?

- A. Avaya Breeze™ Authorization Service and Avaya Control Manager Agent username and password
- B. Avaya Breeze™ Authorization Service and Avaya Communication Manager Agent username and password
- C. Avaya Breeze™ Authorization Service and Avaya Communication Manager extension and password
- D. Avaya Breeze™ Authorization Service and LDAP as Authentication Authority

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045186>

QUESTION 8

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

- A. Unified Collaboration Administration (UCA)
- B. Call Server Connector (CSC)

C. Unified Agent Controller (UAC)

D. Unified Collaboration Model (UCM)

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101045183>

QUESTION 9

When a customer launches the Webchat URL for Oceana Contact Center, they observe the error message:

A connection error has occurred Connection close, chat has ended.

What should be checked in Avaya Oceana® to confirm that the webserver and Oceana are integrated properly?

A. Check if you get a PING response from Avaya Control Manager Server from Web Server.

B. Verify if the Web Server Domain is set to Customer Webserver under Omnichannel Administration.

C. Check if there are any Avaya Oceana Agents available with Web-Chat Channel in the Contact Center.

D. Verify if you can launch the Omnichannel Administration Utility successfully.

Correct Answer: C

QUESTION 10

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an issue with the Avaya Oceana Agent Workspaces and receive the following log messages:

Log File: wa-wae-pu-*.log

```
09-20 11:41:29, 855 [wa-engine-thread ] INFO WaeEventManager ?[.2.0.0.480_1]
```

```
[M:processInboundEvent (ResourceStateEvent) ] [T:].
```

```
Resource state change for ResourceStateEvent
```

```
[triggeringWorkId=00002000521474393284, state=NOT_READY,
```

```
nativeResourceID=6006800,sourceId=e_CM_1, channel=Voice, accountId=6006800, workLimit=1,
```

```
activeWorkCount=0] successfully processed
```

What is the current status of the Agent Workspaces?

- A. NOT_READY
- B. READY
- C. BUSY
- D. CONNECTED

Correct Answer: B

QUESTION 11

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 ContextId from CStore.
- D. ED sends a resource request to WA and invites the agent to a chatroom.
- E. ED sends a resource request to WA with chat attributes for a suitable agent

Correct Answer: BD

QUESTION 12

Refer to the exhibit. Which statement about the exhibit is true?

Replica Group: AvayaBreeze_3.4

Replica Nodes

View Details	Repair	Remove	Remove From Queue	Show All Replica Groups
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4 Items

<input type="checkbox"/>	Replica Node Host Name	Product	Synchronization Status
<input type="checkbox"/>	hr oceana1 br01.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br02.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br03.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br04.lab.tn.avaya.com	CE	Synchronized

Select: All, None

- 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.

Correct Answer: A

QUESTION 13

For an Avaya Oceana® interaction that is being routed through a Self Service (Elite IVR) application on Communication Manager, which state is true?

- A. WorkRequestID=RouteRequestID=ContactID
- B. WorkRequestID=ContextStoreID=UCID=ContactID
- C. WorkRequestID=Customer=UCID=ContactID
- D. WorkRequestID=ContextStoreID and ConatactID=UCID

Correct Answer: B

QUESTION 14

If the information (Agent, Supervisor, and Attributes Etc.) is put into Avaya Control Manager, but is actually in Oceana® which Oceana Component REST interface belongs to the Avaya Oceana® component?

- A. UCA REST
- B. UAC REST
- C. UCM REST
- D. CC REST

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101041089>

QUESTION 15

Which statement regarding UCASStore Backup is correct?

- A. UCASStore backup can be taken without entering the backup password.
- B. UCASStore backup can be run immediately or scheduled later.
- C. UCASStore backup is mandatory for the Avaya Oceana® solution.
- D. UCASStore backup can be run immediately and it does not support backup scheduling.

Correct Answer: B

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