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# 7498X<sup>Q&As</sup>

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Avaya Oceanalytics - Insights Integration and Support Exam

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**QUESTION 1**

While installing Oracle software on Avaya AnalyticsTM servers, where the "" can be DB, BI, SS, or OSA, it is recommended to run the./oracle__install.sh script as which user?

A. oracle

B. root

C. admin

D. sroot

Correct Answer: B

**QUESTION 2**

A customer is troubleshooting an issue with the SS server. They find that the SS Admin server is not

responding, and they want to stop the SS admin server.

Which script and directory contains the required information to stop the SS Admin server?

A.
```
Script =>./stopWebLogic.sh
Directory => /home/oracle/WLS_HOME /user_projects/domains/base_domain/bin/
```

B.
```
Script =>./stopWebLogic.sh
Directory
=> /home/oracle/Oracle/Middleware/Oracle_Home /user_projects/domains/base_domain/wls/bin/
```

C.
```
Script =>./stopAdmin.sh
Directory => home/oracle/WLS_HOME/Middleware /user_projects/domains/bam_domain/bin/
```

A. B. C.

D.

```
Script =>./stopWebLogic.sh
Directory => /home/oracle/Oracle/WLS_HOME /Oracle_Home /user_projects/domains/bin/
```

Correct Answer: C

**QUESTION 3**

What is the main purpose of Kafka Stack within Avaya AnalyticsTM?

A. It is used to generate supervisor dashboards.

B. It is used to generate historical reports.

C. It is used to process real-time data and third-party application integration.

D. It is used to generate agents and supervisor report.

Correct Answer: D

## QUESTION 4

Which task is performed after deploying the Avaya AnalyticsTM for Oceana?Oracle Database?

A. Deploying Avaya AnalyticsTM for ODI

B. Deploying Avaya AnalyticsTM for OSA

C. Deploying Avaya AnalyticsTM for OBI and ODI D. Deploying Avaya AnalyticsTM for BAM

Correct Answer: C

## QUESTION 5

Which statement about Oracle Stream Analytics is true?

A. OSA output goes directly to SS and it is stored in the DB for OBI.

B. OSA can be deployed only as a standalone component.

C. Input to OSA is from Avaya Aura?Application Enablement Services.

D. JMS hosts the Analytics Business Logic written in Java.

Correct Answer: D

## QUESTION 6

What two key Avaya Oceana?release 3.5 snap-in components are required for Avaya AnalyticsTM for Oceana? (Choose two.)

A. CallEventControl Snap-in

B. OceanaCoreDataService

C. EventingConnector Snap-in

D. OmniCenterProvisioningCollector snap-in

E. UCMDataCollector Snap-in

Correct Answer: AC

Reference: https://downloads.avaya.com/css/P8/documents/101051640

## QUESTION 7

Which command is used to check if the ODIAgent is running?

A. ps –xat | find Agent1

B. ps –ef | grep ODIAgent1

C. find –ef | grep ODIAgent1

D. ls –ef | grep ODIAgent1

Correct Answer: B

## QUESTION 8

Which script is used to install Analytics Service and with which user must you run this script?

A. root, ./install_analytics_service.sh

B. oracle, ./install_Analytics_Service.sh

C. oracle, ./install_analytics_service.sh

D. root, ./ analytics_service.sh

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101051617 (67)

## QUESTION 9

Which properties and cluster IPs are needed to verify the cluster IPs in the OSA server configuration file?

A.

OCEANA.activemq.url=ssl://X.X.X.X:61617 = Common Cluster IP
OCEANA.ucm.rest.server.ip=X.X.X.X= Common Cluster IP
OCEANA.uca.rest.server.ip=X.X.X.X= UAC Cluster IP

OCEANA.activemq.url=ssl://X.X.X.X:61617 = Common Cluster IP
OCEANA.ucm.rest.server.ip=X.X.X.X= Common Cluster IP
OCEANA.uca.rest.server.ip=X.X.X.X= ACM IP

B.

C.

OCEANA.activemq.url=ssl://X.X.X.X:61617 = Common Cluster IP
OCEANA.ucm.rest.server.ip=X.X.X.X= Common Cluster IP
OCEANA.uca.rest.server.ip=X.X.X.X= Common Cluster IP

D.

OCEANA.activemq.url=ssl://X.X.X.X:61617 = Common Cluster IP
OCEANA.ucm.rest.server.ip=X.X.X.X= Common Cluster IP
OCEANA.uca.rest.server.ip=X.X.X.X= OCP Cluster IP

D.

Correct Answer: A

**QUESTION 10**

Which two Avaya Oceana?components are a source of events for processing and measuring calculations? (Choose two.)

A. Unified Collaboration Administration

B. Redis Realtime Cache

C. Java Messaging Services

D. Unified Collaboration Model

E. Streams Weblogic Server

Correct Answer: CD

Reference: https://downloads.avaya.com/css/P8/documents/101054825

**QUESTION 11**

In an Avaya AnalyticsTM for Oceana?3.5 that supports deployment on the Amazon Web Services (AWS) platform, how many agents are supported?

A. 2000

B. 1500

C. 4500

D. 1000

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101051640

**QUESTION 12**

What is the significance of the Offered Measure field in the Account by Agent report?

A. It is a count of interactions attended by the agent including the interactions that were transferred with the reporting period by channel.

B. It is a count of interactions answered by the agent that were transferred within the reporting period by channel.

C. It is a count of interactions directed to the agent within the reporting period by channel.

D. It is the amount of time the agent spent working interactions within the reporting period by channel.

Correct Answer: C

Reference: https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports_r34/page/Account_by_Agent.html

**QUESTION 13**

Refer to the exhibit.

| Agent Configuration | | | | | | |
|---|---|---|---|---|---|---|
| **Agent ID** | **Agent Name** | **Login ID** | **Supervisor ID** | **Supervisor Name** | **Multiplicity** | **Channel** |
| agent40013@avaya.com | Agent40013 ChatV | agent40013@avaya.com | agent40025@avaya.com | demo supervisor25 | 1 | Chat |
| | | | | | 1 | Email |
| | | | | | 1 | ShortMessageService |
| | | | | | 1 | Voice |
| agent40014@avaya.com | Agent40014 Voice | agent40014@avaya.com | agent40025@avaya.com | demo supervisor25 | 1 | Chat |
| | | | | | 1 | ShortMessageService |
| | | | | | 2 | Email |
| agent40020@avaya.com | Demo Agent40020 | agent40020@avaya.com | agent40025@avaya.com | demo supervisor25 | 3 | Chat |
| | | | | | 3 | Email |
| | | | | | 3 | ShortMessageService |
| | | | | | 2 | Chat |

Based on the information shown in the exhibit, which two report types are applicable for this template? (Choose two.)

A. Dashboard Report

B. Custom Report

C. Historical Report

D. Real-time Report

Correct Answer: CD

**QUESTION 14**

Refer to the exhibit.

| | Name | State | |
|---|---|---|---|
| ○ | routingpointmeasuresmovingwindow.RoutingPointMWMeasures | RUNNING | ▲ |
| ○ | IntervalController.IntervalController | RUNNING | |
| ○ | routingservicebyagent.RoutingServiceByAgent | RUNNING | |
| ○ | agentbyaccount.AgentByAccount | RUNNING | |
| ○ | agentbyaccountmovingwindow.AgentByAccountMeasures | RUNNING | |
| ○ | AgentMeasures.Project1 | RUNNING | |
| ○ | agentbyroutingmovingwindow.AgentByRoutingMeasures | RUNNING | |
| ○ | RoutingPointMeasures.RoutingPoint | RUNNING | |
| ○ | snmp.snmp | RUNNING | |
| ○ | com.bea.wlevs.dataservices | RUNNING | |
| ○ | routingservicemeasuresmovingwindow.RoutingServiceMeasures | RUNNING | |
| ○ | ContactDetailApp.ContactDetailProj | RUNNING | |
| ○ | admindata.admindata | RUNNING | |
| ○ | sitemeasuresmovingwindow.SiteMWMeasures | RUNNING | |
| ○ | RoutingServiceMeasures.RoutingService | RUNNING | |
| ○ | agentgroup.AgentGroup | RUNNING | |
| ○ | agenttimeinstate.AgentTimeInStateMeasures | RUNNING | |
| ○ | OceanaInputAdaptor.RefInputAdaptor | RUNNING | |
| ○ | agentmovingwindow.AgentMeasures | RUNNING | ▼ |

**Applicati...**

**Deployed Applications**

How many total applications must be in RUNNING state after successful installation of the Avaya Oceanalytics OSA
server?

A. 18

B. 16

C. 20

D. 23

Correct Answer: C

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**QUESTION 15**

Which option is available while installing Kafka software on the Avaya AnalyticsTM Streams server?

A. ALL | OSART

B. ALL | KAFKA

C. OSART | KAFKA

D. ALL | KAFKA | JMS

Correct Answer: C

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