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Avaya Oceana - Solution Integration Exam

Avaya 7495X

Version Demo

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QUESTION NO: 1

Which Control Manager Application is used to synchronize the information from Communication Manager to the Control Manager database?

- A. ACCCM Synchronizer
- B. ACCCM Connectivity Tool
- C. ACCCM CM Synchronize
- D. ACCCM ACM to CM Tool

ANSWER: A

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101045640>

QUESTION NO: 2

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)

ANSWER: C D

QUESTION NO: 3

OCEANA_LARGE is a value that is applicable for the Avaya Oceana® solution deployment that supports up to how many maximum active agents?

- A. 1000
- B. 2500
- C. 3000

D. 4500

ANSWER: A

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101045020>

QUESTION NO: 4

Which component exposes the APIs that allow other Avaya Oceana® components to obtain notifications about all the Avaya Oceana® agents and work states in the system?

- A. Unified Agent Controller (UAC)
- B. Unified Collaboration Administration (UCA)
- C. Call Server Connector (CSC)
- D. Unified Collaboration Model (UCM)

ANSWER: D

Explanation:

Reference: <https://slideplayer.com/slide/12076065/>

QUESTION NO: 5

While integrating Email Channel with an Avaya Oceana® solution, which two configuration items are required? (Choose two.)

- A. Email Route Point
- B. Email Provider
- C. Email Skill
- D. Sender Email Address
- E. Location

ANSWER: A B

QUESTION NO: 6

While implementing an Avaya Oceana® solution, if the customer is using Avaya System Manager as the Certificate Authority (CA), which three tasks must be performed for certificate installation? (Choose two.)

- A. Install TRUST Certificate from LDAP Server on System manager and Cluster2.
- B. Install Trust Certificate from LDAP Server on Avaya Communication Manager.
- C. Replace the default Identity Certificates on Avaya System Manager.
- D. Install SMGR RootCA on Avaya Oceana® Agent Workspaces computers.
- E. Replace the default Identity Certificates on Avaya Breeze Nodes Security Modules.

ANSWER: A D

QUESTION NO: 7

After successfully deploying the Email Workflow in the Engagement Designer, where can the customer confirm if the Email Workflow is installed or not?

- A. In the Avaya Breeze CLI under folder /opt/Avaya
- B. In the SMGR Web Administration under Avaya Breeze Services
- C. In the ED Designer Console under Workflows
- D. In the ED Administration Console under Workflows

ANSWER: C

QUESTION NO: 8

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

ANSWER: B C D

QUESTION NO: 9

Which three statements about Webchat Transfer to Service are true? (Choose three.)

- A. WebChat transfer is completed without any indication on customer web session.
- B. The Web Chat Agent helps the customer, and transfers the chat to the appropriate service.
- C. The Agent waits on the line until the customer connects to the new agent.
- D. The Agent puts the chat on hold, and the customer is put in the Oceana® queue until a new agent is found.
- E. The Web Chat Agent cannot help the customer, and transfers the chat to the appropriate service.

ANSWER: A B D

QUESTION NO: 10

Which statement about Avaya Oceana® Engagement Designer (ED) Work Flows is true?

- A. ED Work Flows are not required while Task Bundles are present in the Engagement Designer.
- B. ED Work Flow is mandatory for only Multimedia Interaction Channels (chat, email, SMS, etc.)
- C. ED Work Flow cannot be edited by the Customers/Business Partners as per their Business Logic.
- D. ED Work Flow is mandatory for every Interaction Channel (voice, chat, email, SMS, etc.)

ANSWER: B