DUMPSARENA

Avaya Oceana - Solution Integration Exam

Avaya 7495X

Version Demo

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QUESTION NO: 1

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: 2

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: 3

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: 4

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: 5

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: 6

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

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 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: 9

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: 10

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