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# Avaya Oceanalytics - Insights Integration and Support Exam

## Avaya 7498X

**Version Demo**

**Total Demo Questions: 10**

**Total Premium Questions: 69**

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## QUESTION NO: 1

Which three measures are provided by the Supervisor Activity report? (Choose three.)

**A.** Coaching

**B.** Transferred Accepted

**C.** Consults Accepted

**D.** Channel Name

**E.** Transfer to Agent

## ANSWER: A C E

**Explanation:**

Reference: https://downloads.avaya.com/css/P8/documents/101037403 (71)

## QUESTION NO: 2

To confirm that there are no errors preventing the OSA server from running successfully, which three log files can the customer review after installing the OSA Server? (Choose three.)

**A.** AdminData.log – Monitor for Admin data PUMPUP events.

**B.** AvayaAnalytics_InputAdaptor.log – Monitor for UCM data PUMPUP events.

**C.** AvayaAnalytics_AdminData.log – Monitor for Admin data PUMPUP events.

**D.** Server.log – Monitor for Application Errors.

**E.** InputAdaptor.log – Monitor for UCM data PUMPUP events.

## ANSWER: B C D

## QUESTION NO: 3

After running the installation script for Avaya software on the Analytics™ DB server, which log file must be checked to confirm that the installation is successful?

**A.** db_install.log

**B.** install_oracle_db.log

**C.** Oracle_install_db.log

**D.** install_db.log

**ANSWER: A**

**Explanation:**

Reference: https://downloads.avaya.com/css/P8/documents/101051617 (64)

**QUESTION NO: 4**

Which script is used to stop the OSA server, and from which directory?

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A.




B.




C.




D.




**A.** Option A

**B.** Option B

**C.** Option C

**D.** Option D

**ANSWER: A**

**Explanation:**

Reference: https://downloads.avaya.com/css/P8/documents/101054829 (121)

**QUESTION NO: 5**

After installing Avaya Analytics™ the customer is not able to see any data in the Business Intelligence historical reports Agent Configuration query data.

Which two workarounds will you suggest to the customer? (Choose two.)

**A.** Check the Entropy value for the Business Intelligence (BI) server.

**B.** Check that Business Intelligence (BI) services are running in the BI server.

**C.** Check the database listener in the Oracle database server.

**D.** Check the database tables in the Oracle database server.

**E.** Check Oracle_DIAgent in the Oracle data integrator server.

**ANSWER: B E**

**QUESTION NO: 6**

Refer to the exhibit.




There are various tables created during the installation if Oracle components on Analytics™ servers. The exhibit shows the DB table spaces created after an Oracle components installation. Which DB database table is missing that should be listed?

**A.** USERS2

**B.** UNDOTBS2

**C.** SYSAUX

**D.** SYSCPU

**ANSWER: C**

**Explanation:**

Reference: https://docs.oracle.com/database/121/ADMQS/GUID-F05EE514-FFC6-4E86-A592-802BA5A49254.htm#ADMQS12053

## QUESTION NO: 7

What is the recommended deployment sequence for Avaya Analytics™ 3.5?

**A.** Install Oracle® Database >
Install Oracle® Business Intelligence and Oracle® Data Integrator >
Install Streams Server >
Install Oracle® Stream Analytics

**B.** Install Oracle® Data Integrator >
Install Oracle® Database >
Install Oracle® Business Intelligence >
Install Weblogic Streams Server >
Install Oracle® Stream Analytics

**C.** Install Oracle® Database > Install Oracle® Data Integrator >
Install Weblogic Streams Server >
Install Oracle® Business Activity Monitor >
Install Oracle® Stream Analytics

**D.** Install Oracle® Stream Analytics >
Install Oracle® Data Integrator >
Install Oracle® Database >
Install Oracle® Business Intelligence >
Install Weblogic Streams Server

**ANSWER: A**

**Explanation:**

Reference: https://downloads.avaya.com/css/P8/documents/101054829

## QUESTION NO: 8

What is the main purpose of Kafka Stack within Avaya Analytics™?

**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.

**ANSWER: D**

## QUESTION NO: 9

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

**ANSWER: C D**

## QUESTION NO: 10

Which three confluent KAFKA services must be running in the Stream server after installing the KAFKA application server? (Choose three.)

**A.** kafka-rest

**B.** schema-registry

**C.** snmp-agent

**D.** Schema-repository

**E.** Zookeeper

**F.** Database-registry

**ANSWER: A B E**

**Explanation:**

Reference:
https://documentation.avaya.com/bundle/DeployingAvayaOceanalyticsInsightsforOceana_r34/page/Starting_OSA_applications_after_a_restart.html

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