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QUESTION 1

For Omnichannel configuration in Avaya Control Manager (ACM), which IP address or FQDN and Default Port number are used?

- A. Avaya Common Cluster IP or FQDN; Default Port 57772
- B. Avaya Control Manager IP or FQDN; Default Port 57773
- C. Omnichannel Windows Server IP or FQDN; Default Port 57772
- D. OCP Cluster IP or FQDN; Default Port 57773

Correct Answer: C

Reference: <https://www.google.com/url?sa=t&andrc=jandq=andesrc=sandsource=webandcd=1andcad=rjaanduact=8andved=2ahUKEwj69ef1qvfgAhU08KYKHdaQC14QFjAAegQICBACandurl=https%3A%2F%2Fsupport.avaya.com%2Fcss%2FP8%2Fdocuments%2F101041347andusg=AOvVaw3TaxAGJOnPXVWtYvd4IemW>

QUESTION 2

Which statement about Messaging Service SMS channel in Avaya Oceana® is true?

- A. Messaging Service snap-in interfaces independently to model SMS messages as live chat.
- B. Messaging Service snap-in interfaces with the Customer Controller Snap-in to allow modeling of SMS interactions as live chat.
- C. Messaging Service snap-in interfaces with the Customer Controller Snap-in to allow modeling of SMS interactions as live SMS.
- D. Messaging Service snap-in interfaces with the Email Snap-in to allow modeling of SMS interactions as email.

Correct Answer: B

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

QUESTION 3

Using the customer history widget, Avaya Oceana® Agents can search customer history to find information about previous multimedia interactions with the customer.

Which component holds multimedia customer history information?

- A. Omnichannel Datastore
- B. Avaya Aura® Session Manager
- C. External Data Mart



D. Avaya Control Manager

Correct Answer: A

QUESTION 4

You are configuring the attributes under the provisioning cluster.

What is the effective value for the attribute "voice provider id" under voice configuration, which needs to match the configuration of Voice Provider in Avaya Control Manager?

- A. Avaya Aura Media Server Host Name
- B. Session Manager Security Module Host Name
- C. Avaya Control Manager Host Name
- D. Avaya Aura Communication Manager Host Name

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION 5

Which three Avaya Oceana® common components are required for processing all types of interactions (voice, email, chat, sms, etc.)? (Choose three.)

- A. Omnichannel Controller
- B. Unified Collaboration Model (UCM)
- C. Work Assignment (WA)
- D. Customer Controller
- E. Engagement Designer (ED)

Correct Answer: ABE

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