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QUESTION 1

Which statement describes the "Coverage to messaging" feature supported in Avaya Oceana® 3.5?

- A. It is a mailbox that can be associated with the agent, the skill or any other suitable grouping.
- B. Customers have the option to leave a voice message when a Required Resource does not answer.
- C. It is a workflow option to route to the agent's voice mailbox to leave a voice message.
- D. It is a shared mailbox that can be associated with a set of agents; i.e., an agent group.

Correct Answer: A

Reference: <https://www.devconnectprogram.com/fileMedia/download/08ad7375-7c2e-4767-929f15f4e8130a0d>

QUESTION 2

After adding the Oceana® UCA and CM to the same location in the Control manager, which two configurations are required for this newly added location? (Choose two.)

- A. Assign a location to Web Server.
- B. Assign a location to Application Server.
- C. Assign a location to Provisioning Server.
- D. Assign a location to Monitor Server.
- E. Assign a location to Database Server.

Correct Answer: BC

QUESTION 3

Once the incoming email is downloaded by the email snap-in, which component does Omnichannel Controller then contact to model the email work item?

- A. Omnichannel Controller contacts WA to create a work item inside Avaya Oceana® and WA models the email interaction work item.
- B. Omnichannel Controller contacts UCM to create a work item inside Avaya Oceana® and UCM models the email interaction work item.
- C. Omnichannel Controller contacts ED to create a work item inside Avaya Oceana® and ED models the email interaction work item.
- D. Omnichannel Controller contacts UCA to create a work item inside Avaya Oceana® and UCA models the email interaction work item.



Correct Answer: A

QUESTION 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

Correct Answer: AB

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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