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QUESTION 1

Which statement describes the function of the Unified Collaboration Model(UCM)?

- A. It is an agent selection component based on attribute matching across all channels.
- B. It is an engine for tracking and maintaining the end-to-end context of Omni-channel interactions.
- C. It is an enterprise workflow model to orchestrate the omni-channel interaction flow.
- D. It is a normalized model for all resources and interactions that provides states for resources and interactions.

Correct Answer: D

QUESTION 2

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

- A. Each cluster
- B. Common Component cluster
- C. UAC cluster
- D. OCP cluster

Correct Answer: C

QUESTION 3

Which three parameters are associated to a work request inside the Avaya Oceana® solution? (Choose three.)

- A. Customer ID
- B. WorkRequestId
- C. Agent ID
- D. Attributes
- E. WorkflowType

Correct Answer: CDE

QUESTION 4



Under the Avaya Aura® Experience Portal Oceana Sample Application variable configuration settings, what is the significance of the backup SIP address in case of a failure in Avaya Oceana?

- A. It can be set to a Default VDN number to be used when Avaya Oceana® is unavailable.
- B. It can be set to a Routing VDN number.
- C. It can be set to a RONA VDN number.
- D. It can be set to an alternative Ingress VDN number when the standard Ingress VDN is unavailable.

Correct Answer: A

QUESTION 5

For deploying the Avaya Oceana® solution, what are the two recommendations for software and secure communications? (Choose two.)

- A. Check compatibility with Avaya Aura® 6.x stack as Avaya Oceana® solution is compatible with Avaya Aura® 6.x.
- B. Install signed certificates for an Avaya Oceana® deployment.
- C. Load signed certificates for an Avaya Oceana® deployment.
- D. Verify the minimum software release and compatibility metrics for Avaya Oceana® with the Avaya Aura® stack.
- E. Check compatibility with Avaya Aura® 5.x stack as Avaya Oceana® solution is only compatible with Avaya Aura® 5.2.1.

Correct Answer: BD

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