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QUESTION 1

A customer is unable to login to Agent Workspaces, and the administrator finds the following error messages in the log files.

2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ?AuthorizationService3.4.0.0.340003 - Caught exception while authenticating with data source: HR-LAB javax.naming.CommunicationException: 135.35.67.19:636 [Root exception is java.net.ConnectException: Connection timed out]at com.avaya.zephyr.services.production.AuthorizationService.ldap.LdapDAOClientImpl.handleAuthenticatio nSystemException(LdapDAOClientImpl.java:116)

What is causing these error messages?

A. An LDAP connection issue was caused due to an incorrect LDAP parameter.

B. The session timed out due to a browser issue.

C. The Multimedia Cache database is unable to connect.

D. SMGR is not authorizing Agent to login.

Correct Answer: D

QUESTION 2

You have successfully deployed the Avaya Oceana® solution.

Which two verification steps will confirm that the voice interactions can be delivered to Avaya Oceana® agents? (Choose two.)

A. The Avaya Oceana® administrators are in READY state for voice channel.

B. The AES and CSC connections are established.

C. The Avaya Oceana® agents are in READY state for the email channel.

D. The Avaya Oceana® agents are in READY state for the voice channel.

Correct Answer: BD

QUESTION 3

When a customer leverages Avaya Aura® Experience Portal as their self-service application, during the first leg of voice call processing, which component from the Avaya Aura® stack contacts ContextStore to create a Context ID for the new Voice Interaction?

A. Avaya Aura® Experience Portal IVR Application

B. Avaya Aura® Session Manager

C. Avaya Aura® Application Enablement Services

D. Avaya Aura® Communication Manager

Correct Answer: A

QUESTION 4

When troubleshooting issues related to alarms and events raised by Context Store, which log location needs to be checked?

A. /var/log/Avaya/services/event.log

B. /var/log/Avaya/ca/event.log

C. /var/log/Avaya/dcm/event.log

D. /var/log/Avaya/eventing/activemq.log

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101044889 (112)

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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