7497X^{Q&As}

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QUESTION 1

The AES to CSL SSL connection is successful but CSC disconnects after logging the following line on the CSC PU logs:

18/02 14:50:21.436 [CstaProv] DEBUG avaya.khepri.dmcc.CstaProvider - onSetPrivilegesNegResponse() UNKNOWN_APPLICATION

What is causing this problem?

A. The AES is not equipped with a correct AES license

B. The AES CTI CSC user and password are incorrect

C. Avaya Oceana® is not equipped with an Oceana Base license.

D. The AES Switch Link is down to Communication Manager.

Correct Answer: A

Reference: https://documentation.avaya.com/bundle/troubleshootingAvayaOceana_r3.5/page/Potential_other_reasons_for_CSC_not_connected_to_AES.html

QUESTION 2

Agent Controller receives information from the Omnichannel Resource Controller (ORC).

During the Email Flow processing, to which components does the Agent Controller feed the information?

A. UAC, Agent Workspaces and Omnichannel

B. UAC, Email Snap-in and Omnichannel DB

C. UAC and Omnichannel DB

D. UCM Spaces, UAC, and Agent Workspaces

Correct Answer: B

QUESTION 3

Which statement about Avaya Oceana® CSC and AES integration is true?

A. CSC communicates with Communication Manager through the DLG interface in the AES.

B. CSC is implemented as a DMCC application to manage the messaging between Communication Manager Events and Avaya Oceana® through AES.

C. CSC is implemented as a TSAPI application to manage the messaging between Communication Manager Events and Avaya Oceana® through AES.

D. CSC uses AES to control and monitor Session Manager voice calls and resources.

Correct Answer: C

QUESTION 4

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 5

Which VDN is required in Communication Manager for initiating an adjunct route to transfer calls coming from Avaya Experience Portal to Avaya Oceana?

A. Transfer VDN

B. Routing VDN

C. Ingress VDN

D. RONA VDN

Correct Answer: C

Reference: https://downloads.avaya.com/css/P8/documents/101045020

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