



# 7497X<sup>Q&As</sup>

Avaya Oceana? Solution Support Exam

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### QUESTION 1

A customer used the debug utility in the Chrome browser after launching the chat session, go to More Tools>Developer Tools, and they find the following error message:

WebSocket connection to `ws://192.168.10.50/services/websocket/chat` failed: Error during WebSocket handshake: Unexpected response code: 403

What is the problem indicated by this error message?

- A. The customer Webchat is connected but there is a problem with the Webchat snap-in.
- B. The customer Webchat is unable to connect to Avaya Oceana® Webchat snap-in.
- C. The customer Webchat is rejected by the browser proxy or antivirus installed in the PC.
- D. The customer Webchat is connected but there are no agents available in Avaya Oceana®.

Correct Answer: A

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### QUESTION 2

During the Avaya Oceana Email Channel Interaction processing, which component is responsible for creating the contact ORC component?

- A. UCM Spaces
- B. Email Service
- C. Omnichannel Database
- D. Agent Controller

Correct Answer: B

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### QUESTION 3

While troubleshooting Webchat interactions, which snap-in service and PU logs must be checked from the Avaya Oceana Cluster#3?

- A. CustomerControllerService
- B. ORCRestService
- C. AgentControllerService
- D. WAIMRestService

Correct Answer: C

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Reference: <https://downloads.avaya.com/css/P8/documents/101045514>

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#### QUESTION 4

When a customer wants to perform a backup of the Avaya Oceana® solution, which three actions must they take? (Choose three.)

- A. Backup Avaya Control Manager DB
- B. Backup Omnichannel Cache DB
- C. Backup Avaya Aura® Session Manager
- D. Backup UCASStoreService
- E. Backup Cluster#1 Snap-in\\'s SVAR files

Correct Answer: ABD

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#### QUESTION 5

After it has completed the processing of Engagement Designer(ED) workflow for SMS interaction, which two components does ED respond back to? (Choose two.)

- A. Work Assignment
- B. MessagingService
- C. Unified Collaboration Model
- D. ORCRestService
- E. Context Store

Correct Answer: AB

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