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QUESTION 1

Which three statements about Webchat Transfer to Service are true? (Choose three.)

- A. WebChat transfer is completed without any indication on customer web session.
- B. The Web Chat Agent helps the customer, and transfers the chat to the appropriate service.
- C. The Agent waits on the line until the customer connects to the new agent.
- D. The Agent puts the chat on hold, and the customer is put in the Oceana® queue until a new agent is found.
- E. The Web Chat Agent cannot help the customer, and transfers the chat to the appropriate service.

Correct Answer: ABD

QUESTION 2

While deploying Avaya Oceana® 3.5, there is a requirement to create a provisioning cluster that can be used as a centralized component for configuring the attributes for the Avaya Oceana® solution.

Which snap-in is required for creating a provisioning cluster?

- A. OmniCenterProvisioningCollector
- B. GenericChannelAPI
- C. CentralizedLoggingService
- D. OceanaConfiguration

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>
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QUESTION 3

Avaya Oceana® routed calls require two Communication Manager (CM) variables:

Routing Vector requires a variable used to collect Agent ID.

Avaya Oceana? solution vectors require a Persistent variable. Which two purposes do these variables serve in CM? (Choose two.)

- A.
To hold Agent ID from Adjunct Route response message



B.

To distinguish between RONA and Adjunct Routed Elite Anchored calls

C.

To hold the customer ANI to perform Adjunct Route

D.

To distinguish between Adjunct Routed Elite and WebRTC Voice/AAMS anchored calls

E.

To hold UUID information to be shared with Avaya Oceana?

Correct Answer: AD

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION 4

After a new webchat session is initiated by the customer, what is the next step the customer controller snap-in performs to create a new contact inside Avaya Oceana?

A. The customer Controller Snap-in sends the "create new contact request" to OCP Snap-in.

B. The customer Controller Snap-in sends the "create new contact request" to WA Snap-in.

C. The customer Controller Snap-in sends the "create new contact request" to UCA Snap-in.

D. The customer Controller Snap-in sends the "create new contact request" to UCM Snap-in.

Correct Answer: B

QUESTION 5

Which snap-in provides a single interface through which client components can manage and retrieve customer Information from Context Store, Multimedia Database and CRM?

A. OceanaCoreDataService Snap-in

B. ContactCenterService Snap-in

C. CustomerManagement Snap-in

D. CustomerJourneyService Snap-in

Correct Answer: B



QUESTION 6

While an Avaya Oceana® Agent is on a live webchat session with a customer, which three supervisor features are available to the Oceana® supervisor? (Choose three.)

- A. Route to
- B. Barge-in
- C. Coach
- D. Transfer
- E. Observe

Correct Answer: BDE

Reference: <https://downloads.avaya.com/css/P8/documents/101029734>

QUESTION 7

Which component is the underlying application platform that hosts all of the deployed snap-ins in an Avaya Oceana® solution?

- A. Avaya Breeze™
- B. Avaya System Manager
- C. Avaya Session Manager
- D. Avaya Experience portal

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101029734>

QUESTION 8

While deploying the Avaya Oceana® solution, it is recommended that the customer provide an External data mart (EDM) database for Context Store.

Which three databases are supported for EDM deployment? (Choose three.)

- A. Sybase
- B. Informix
- C. Microsoft SQL Server
- D. PostgreSQL
- E. Oracle Database



Correct Answer: CDE

Reference: https://documentation.avaya.com/bundle/DeployingAvayaOceanaSolution_r34/page/Create_the_database_for_External_Data_Mart.html

QUESTION 9

Which statement about Unified Agent Controller (UAC) is true?

- A. The UAC consumes agent configuration information via CSC component.
- B. The UAC application is the client-side component that manages the connections to the individual Oceana agent desktop applications.
- C. The UAC consumes agent configuration information via the UCM component.
- D. The UAC application is the server-side component that manages the connections to the individual Oceana agent desktop/workspaces.

Correct Answer: D

Reference: <https://slideplayer.com/slide/12076065/>

QUESTION 10

On which component in Avaya Oceana® 3.5 is the Omnichannel Administration utility hosted?

- A. OC Database server
- B. Avaya Control Manager
- C. Avaya Aura® System Manager
- D. Avaya Communication Manager

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION 11

Which two snap-ins are responsible for collecting Oceana® data and providing it to the ReliableEventing Framework? (Choose two.)

- A. OmniCenter ProvisioningCollector
- B. UCMDDataCollector
- C. AgentControllerService
- D. UCMSERVICE



E. Authorization Service

Correct Answer: CD

QUESTION 12

Which two items are required in Avaya Aura® for a Green Field implementation of an Avaya Oceana® solution? (Choose two.)

- A. Avaya Aura® Application Enablement Services with Advanced TSAPI license
- B. Front-End third party IVR or Avaya Aura® Experience Portal
- C. Communication Manager with license for Elite Call center
- D. Avaya Call Management System
- E. Avaya Contact Recorder

Correct Answer: AC

QUESTION 13

After deploying the Avaya Oceana® Cluster1, the cluster status will be in the Deny New Service State. Which two steps must be performed to complete the Cluster1 installation? (Choose two.)

- A. Change the Cluster 1 attributes to the desired values.
- B. Change the Cluster 1 status to accept new service after reboot.
- C. Change the Cluster1 status to deny new service after reboot.
- D. Reboot is not required for Avaya Breeze Nodes from Cluster1.
- E. First reboot Avaya Breeze Nodes from Cluster1.

Correct Answer: AC

QUESTION 14

For the implementation of an Avaya mobile Video solution, which two additional components are required? (Choose two.)

- A. Avaya Aura® Web Gateway



- B. Avaya Mobile Video Gateway
- C. Avaya Aura® Media Server
- D. Equinox Management Server
- E. Avaya Aura® Session Manager

Correct Answer: CE

QUESTION 15

Which statement describes the function of the Work Assignment Snap-in?

- 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 omnichannel interactions.
- C. It is an enterprise workflow model to orchestrate the omnichannel interaction flow.
- D. It is a normalized model for all resources and interactions that provides states for resources and interactions.

Correct Answer: A

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