



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

Avaya Oceana? Solution Support Exam

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**QUESTION 1**

Which statement regarding Engagement Designer (ED) workflows in Avaya Oceana® solution is true, if you want to avoid launching both old and new flows during processing?

- A. The existing ED workflows should be deleted before deploying new ED workflows for the same channel.
- B. ED does not allow you to deploy a new call flow when there is an existing call flow for the same channel.
- C. ED allows you to deploy both old and new ED workflows in the ED without any problems.
- D. The existing ED workflows should be renamed before deploying new ED workflows for the same channel.

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101038241> (42)

**QUESTION 2**

Refer to the exhibit. Which statement about the exhibit is true?

**Replica Group: AvayaBreeze\_3.4**

Replica Nodes

View Details Repair Remove Remove From Queue Show All Replica Groups

4 Items ↻

<input type="checkbox"/>	Replica Node Host Name	Product	Synchronization Status
<input type="checkbox"/>	hr oceana1 br01.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br02.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br03.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br04.lab.tn.avaya.com	CE	Synchronized

**Select: All, None**

- A. It displays the Avaya Oceana Breeze™ nodes that are synchronized with Session Manager.
- B. It displays the need for running a DRS replication Service for Avaya Breeze™ nodes.
- C. It displays a successful DRS replication from System Manager to the Avaya Breeze™ nodes.
- D. It displays the need to repair the replication service from System Manager to the Avaya Breeze™ nodes.

Correct Answer: A

**QUESTION 3**



To perform the restore of the Intersystem cache database, which application file must run from the Install directory of the Omnichannel Windows Multimedia Server?

- A. Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe
- B. Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseRestore.exe
- C. Avaya\Oceana\Oceana\BackupAndRestore\Restore.exe
- D. Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelRestore.exe

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045282> (59)

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#### QUESTION 4

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an issue with the Avaya Oceana Agent Workspaces and receive the following log messages:

Log File: wa-wae-pu-\*.log

```
09-20 11:41:29, 855 [wa-engine-thread ] INFO WaeEventManager ?[.2.0.0.480_1]
```

```
[M:processInboundEvent (ResourceStateEvent) ] [T:].
```

```
Resource state change for ResourceStateEvent
```

```
[triggeringWorkId=00002000521474393284, state=NOT_READY,
```

```
nativeResourceID=6006800,sourceId=e_CM_1, channel=Voice, accountId=6006800, workLimit=1,
```

```
activeWorkCount=0] successfully processed
```

What is the current status of the Agent Workspaces?

- A. NOT\_READY
- B. READY
- C. BUSY
- D. CONNECTED

Correct Answer: B

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#### QUESTION 5

Which statement correctly describes the Avaya Oceana Monitor?

- A. It provides a single location to view the status of Cluster1 components.



- B. It provides a single location to view the status of each supported Oceana component.
- C. It provides a single location to view the status of the UAC Oceana component.
- D. It provides a single location to view the status of the UCM Oceana component.

Correct Answer: D

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#### QUESTION 6

Which component receives AES messages with call details; for example, Dialed Number, CLID, UUI, and UCID, during the Avaya Oceana® voice call?

- A. Work Assignment
- B. UCM
- C. Context Store
- D. CSC

Correct Answer: A

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#### QUESTION 7

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 8

Which two statements describe what the Engagement Designer (ED) does while it is processing an incoming interaction from a chat contact? (Choose two.)

- A. ED sends a resource request to CS with chat attributes for a suitable agent



- B. ED sends a "create new contact" request to OCP snap-in
- C. ED workflow requests chat attributes for the ContextId from CStore.
- D. ED sends a resource request to WA and invites the agent to a chatroom.
- E. ED sends a resource request to WA with chat attributes for a suitable agent

Correct Answer: BD

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#### QUESTION 9

A customer wants to take a backup of their email, Webchat and SMS interactions. Which Avaya Oceana® component must be backed up?

- A. UCMDDataCollector Database Backup
- B. Omnistore DB Database Backup
- C. UCASStoreService Database Backup
- D. Omnistore DB Controller Data Store

Correct Answer: C

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#### QUESTION 10

While troubleshooting Avaya Aura® Experience Portal through the Experience Portal Management Platform, how can you confirm if the Avaya Oceana® application is working properly?

- A. Edit the Avaya Oceana® application and click on "Verify" to check if you have reached the application successfully.
- B. Check the Port Distribution and confirm if the Experience Portal channels are in-service.
- C. Verify if the Avaya Oceana® application URL is mapped to the correct DNIS or application number.
- D. Check the VOIP connection and verify if the Experience Portal is integrated to the correct Session Manager.

Correct Answer: A

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#### QUESTION 11

A customer is running an Avaya Oceana® solution and the technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® it is not delivered to the available agents. During the isolation, the engineer found that the CSC TSAPI application is unable to receive CM events through AES.

To find out what is causing this problem, which log need to be checked?



A. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/CallServerConnectorService

B. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/pu/CallServerConnectorService

C. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/pu/pu.log

D. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/CallServerConnectorService

Correct Answer: B

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### QUESTION 12

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

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

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### QUESTION 13

Unified Agent Controller (UAC) gets the status of the agent stations and interactions data from which Avaya Oceana® core component?

A. Unified Collaboration Administration (UCA)

B. Call Server Connector (CSC)

C. Unified Collaboration Model (UCM)

D. Engagement Designer (ED)

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045022>

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### QUESTION 14



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

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#### QUESTION 15

A customer is running an Avaya Oceana® solution and the technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® the engineer finds an issue with the Avaya Oceana Unified Collaboration model and wants to check the UCM log.

Which two log locations contain the logs for the UCM component? (Choose two.)

- A. Services Log Files /var/log/Avaya/service/UCService/ or ContactCenterService/ or OpenUM/
- B. UCSS log file to /var/log/Avaya/services/UCMStoreService/UCMStoreService
- C. CSCService Log Files /var/log/Avaya/services/CSCService/CSCService.log
- D. PU Service log file to /var/log/Avaya/dcm/pu/UCMService/or UCMDDataCollector/ or ontactCenterService/
- E. Services log file to /var/log/Avaya/service/UCMService/ or UCMDDataCollector/ or ContactCenterService/

Correct Answer: AB

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