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QUESTION 1

From where can you change the log-level for Avaya Oceana® snap-in components?

- A. Omnichannel Datastore
- B. System Manager
- C. Avaya Control Manager
- D. Breeze logging

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101040893> (68)

QUESTION 2

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

QUESTION 3

An administrator logs in to ED admin console to check the current interactions status and finds an ED instance with



Event Type "ROUTE_CONTACT_SMS".

How is the event type mapped to the SMS channel in Avaya Oceana?

- A. The Event Type is mapped to the routepoint, which is configured in SMS Configuration through the Omnichannel administration utility.
- B. The Event Type is mapped to the workflow name, which is configured in SMS Configuration through the Omnichannel administration utility.
- C. The Event Type is mapped to the tag, which is configured in SMS Configuration through the Omnichannel administration utility.
- D. The Event Type is mapped to the SMS snap-in name, which is configured in SMS Configuration through the Omnichannel administration utility.

Correct Answer: A

QUESTION 4

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

QUESTION 5

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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