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Avaya Oceana? Solution Support Exam

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QUESTION 1

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

QUESTION 2

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

A. \Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe

B. \Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelBackup.exe

C. \Avaya\Oceana\Oceana\BackupAndRestore\Backup.exe

D. \Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseBkp.exe

Correct Answer: A

QUESTION 3

In addition to a description of the problem, which two types of logs are required when escalating a problem to Avaya Support? (Choose two.)

A. Provider Logs

B. Agent Browser logs

C. System Logs

D. Service Logs

E. PU Logs

Correct Answer: CD

Reference: https://support.avaya.com/public/index?page=contentandid=PRCS100277andgroup=UG_PUBLIC

QUESTION 4

Under the Avaya Aura® Experience Portal Oceana Sample Application variable configuration settings, what is the significance of the backup SIP address in case of a failure in Avaya Oceana?

A. It can be set to a Default VDN number to be used when Avaya Oceana® is unavailable.

B. It can be set to a Routing VDN number.

C. It can be set to a RONA VDN number.

D. It can be set to an alternative Ingress VDN number when the standard Ingress VDN is unavailable.

Correct Answer: A

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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