



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

Avaya Oceana? Solution Support Exam

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### QUESTION 1

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 2

A customer is troubleshooting the integration between AES and Avaya Oceana Call Server Connector.

During the integration the customer finds the following message while checking the AES DMCC log files:

```
Cd /var/log/avaya/aes/dmcc-trace.log hr-oceana1-aes DmccMain[24600] -06:00 2017 275 1 com.avaya/
```

```
aes | :StartApplicationSTE: com.avaya.sessionsvc.SessionServicesImp1 WARNING -Authentication failed:
```

```
clientID=XML Encrypted:
```

```
192.168.1.100:25067, user=csc
```

After reviewing the error message, which action will fix the customer\\'s problem?

- A. Match the correct CSC user password in AES and CSC service
- B. Reboot the AES server and re-deploy CSC service
- C. Redeploy CSC Service and reboot Oceana Cluster1
- D. Change the CSC user password in AES server and reboot AES

Correct Answer: A

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### QUESTION 3

When a call is transferred from Avaya Aura® Experience Portal to Communication Manager Ingress VDN, what information is passed inside the UUI header? (Choose two.)



- A. Context ID
- B. Call ID
- C. UCID
- D. Call Ref ID
- E. Session ID

Correct Answer: AE

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#### QUESTION 4

When a customer launches the Webchat URL for Oceana Contact Center, they observe the error message:

A connection error has occurred Connection close, chat has ended.

What should be checked in Avaya Oceana® to confirm that the webserver and Oceana are integrated properly?

- A. Check if you get a PING response from Avaya Control Manager Server from Web Server.
- B. Verify if the Web Server Domain is set to Customer Webserver under Omnichannel Administration.
- C. Check if there are any Avaya Oceana Agents available with Web-Chat Channel in the Contact Center.
- D. Verify if you can launch the Omnichannel Administration Utility successfully.

Correct Answer: C

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#### QUESTION 5

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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