



7497X^{Q&As}

Avaya Oceana? Solution Support Exam

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QUESTION 1

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 2

For deploying the Avaya Oceana® solution, what are the two recommendations for software and secure communications? (Choose two.)

- A. Check compatibility with Avaya Aura® 6.x stack as Avaya Oceana® solution is compatible with Avaya Aura® 6.x.
- B. Install signed certificates for an Avaya Oceana® deployment.
- C. Load signed certificates for an Avaya Oceana® deployment.
- D. Verify the minimum software release and compatibility metrics for Avaya Oceana® with the Avaya Aura® stack.
- E. Check compatibility with Avaya Aura® 5.x stack as Avaya Oceana® solution is only compatible with Avaya Aura® 5.2.1.

Correct Answer: BD

QUESTION 3

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 4

Consider the log messages:

```
`RequestId\\:\\SWQtNzA2d2pSRm03zGtfQUtzUFFtdw==_\\',\\RouteRequestId\\:\\0830cf65-1aaf-48a3-8a2f44850be19f82\\',\\WorkflowType\\:\\ROUTE_CONTACT_SMS\\',\\SourceName\\:\\OCP ShortMessageService\\',\\CallbackIp\\:\\'135.122.106.229\\',\\ContactId\\:\\ME1NsN4Ql6isb73z~mPyA\\',\\ChannelType\\:\\ShortMessageService\\',\\Reason\\':\\400 Bad Request. Space could not be resolved `',\\WorkRequestId\\:\\Id- 706wjRFm7dk_AKsPQmw\\']
```

Which provider type is being handled in these log messages?

- A. OCP Chat Provider
- B. OCP Social Provider
- C. OCP Email Provider
- D. OCP SMS Provider

Correct Answer: D

QUESTION 5

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
