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QUESTION 1

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

QUESTION 2

You have successfully deployed the Avaya Oceana® solution.

Which two verification steps will confirm that the voice interactions can be delivered to Avaya Oceana® agents? (Choose two.)

- A. The Avaya Oceana® administrators are in READY state for voice channel.
- B. The AES and CSC connections are established.
- C. The Avaya Oceana® agents are in READY state for the email channel.
- D. The Avaya Oceana® agents are in READY state for the voice channel.

Correct Answer: BD

QUESTION 3

Which statement regarding UCASStore Backup is correct?

- A. UCASStore backup can be taken without entering the backup password.
- B. UCASStore backup can be run immediately or scheduled later.



- C. UCASStore backup is mandatory for the Avaya Oceana® solution.
- D. UCASStore backup can be run immediately and it does not support backup scheduling.

Correct Answer: B

QUESTION 4

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 5

If not using Security Assertion Markup Language (SAML) authentication in the deployed solution, which statement regarding the Avaya Oceana Agent/Supervisor Login is correct?

- A. Avaya Oceana Workspaces relies on CM for authentication and authorization
- B. Avaya Oceana Workspaces does not require UAC authorization while logging in
- C. Avaya Oceana Workspaces require LDAP Authentication while logging in
- D. Avaya Oceana Workspaces does not require LDAP Authentication while logging in

Correct Answer: A

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