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QUESTION 1

For an Avaya Oceana® interaction that is being routed through a Self Service (Elite IVR) application on Communication Manager, which state is true?

A. WorkRequestID=RouteRequestID=ContactID

B. WorkRequestID=ContextStoreID=UCID=ContactID

C. WorkRequestID=Customer=UCID=ContactID

D. WorkRequestID=ContextStoreID and ConatactID=UCID

Correct Answer: B

QUESTION 2

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® it is not delivered to the available agents. During the isolation, the engineer found that the CSC TSAPI application is unable to receive CM events through AES.

To find out what is causing this problem, which log need to be checked?

A. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/CallServerConnectorService

B. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/pu/CallServerConnectorService

C. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/pu/pu.log

D. CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log PU logs- /var/log/Avaya/dcm/CallServerConnectorService

Correct Answer: B

QUESTION 3

A customer has performed the backup operation for Avaya Oceana® solution.

Where can you see the backup of UCAStore service that has been completed 100%?

A. In the System Manager on the Server Administration under Backup and Restore Job Status

B. In the System Manager on the Cluster Administration under Backup and Restore Job Status

C. In the System Manager on the Avaya BreezeTM

D. In the System Manager on the Server Management

Correct Answer: A

QUESTION 4

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

A. Each cluster

B. Common Component cluster

C. UAC cluster

D. OCP cluster

Correct Answer: C

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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