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QUESTION 1

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 2

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



QUESTION 3

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 4

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

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

Correct Answer: AE

QUESTION 5

The AES to CSL SSL connection is successful but CSC disconnects after logging the following line on the CSC PU logs:

```
18/02 14:50:21.436 [CstaProv] DEBUG avaya.khepri.dmcc.CstaProvider - onSetPrivilegesNegResponse()  
UNKNOWN_APPLICATION
```

What is causing this problem?

- A. The AES is not equipped with a correct AES license
- B. The AES CTI CSC user and password are incorrect
- C. Avaya Oceana® is not equipped with an Oceana Base license.



D. The AES Switch Link is down to Communication Manager.

Correct Answer: A

Reference: https://documentation.avaya.com/bundle/troubleshootingAvayaOceana_r3.5/page/Potential_other_reasons_for_CSC_not_connected_to_AES.html

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