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Avaya Oceanalytics - Insights Integration and Support Exam

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**QUESTION 1**

As part of the Streams server installation, how many JMS Modules will get installed in the Streams Server?

A. 33

B. 23

C. 26

D. 36

Correct Answer: A

**QUESTION 2**

Which three measures are provided by the Supervisor Activity report? (Choose three.)

A. Coaching

B. Transferred Accepted

C. Consults Accepted

D. Channel Name

E. Transfer to Agent

Correct Answer: ACE

Reference: https://downloads.avaya.com/css/P8/documents/101037403 (71)

**QUESTION 3**

To confirm that there are no errors preventing the OSA server from running successfully, which three log files can the customer review after installing the OSA Server? (Choose three.)

A. AdminData.log – Monitor for Admin data PUMPUP events.

B. AvayaAnalytics_InputAdaptor.log – Monitor for UCM data PUMPUP events.

C. AvayaAnalytics_AdminData.log – Monitor for Admin data PUMPUP events.

D. Server.log – Monitor for Application Errors.

E. InputAdaptor.log – Monitor for UCM data PUMPUP events.

Correct Answer: BCD

**QUESTION 4**

After installing Avaya AnalyticsTM the customer is not able to see any data in the Business Intelligence

historical reports Agent Configuration query data.

Which two workarounds will you suggest to the customer? (Choose two.)

A. Check the Entropy value for the Business Intelligence (BI) server.

B. Check that Business Intelligence (BI) services are running in the BI server.

C. Check the database listener in the Oracle database server.

D. Check the database tables in the Oracle database server.

E. Check Oracle_DIAgent in the Oracle data integrator server.

Correct Answer: BE

**QUESTION 5**

What is the main purpose of Kafka Stack within Avaya AnalyticsTM?

A. It is used to generate supervisor dashboards.

B. It is used to generate historical reports.

C. It is used to process real-time data and third-party application integration.

D. It is used to generate agents and supervisor report.

Correct Answer: D

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