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QUESTION 1

While deploying Avaya Oceana® 3.5, there is a requirement to create a provisioning cluster that can be used as a centralized component for configuring the attributes for the Avaya Oceana® solution.

Which snap-in is required for creating a provisioning cluster?

- A. OmniCenterProvisioningCollector
- B. GenericChannelAPI
- C. CentralizedLoggingService
- D. OceanaConfiguration

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

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QUESTION 2

Which component is responsible for integrating Oceana® Workspaces with Oceana® Core components?

- A. Unified Collaboration Administration
- B. Call Server Connector (CSC)
- C. Unified Agent Controller (UAC)
- D. Unified Collaboration Model (UCM)

Correct Answer: A

QUESTION 3

Which two statements about an IP address assignment of Breeze™ Nodes are true? (Choose two.)

- A. Each Breeze Node requires three IP addresses.
- B. Clusters with more than one Node require an additional IP -Cluster IP.
- C. Each Breeze Node requires two IP addresses.
- D. Each Breeze Node requires one IP Address.
- E. Clusters with more than one Node do not require a 3rd IP -Cluster IP.

Correct Answer: DE



QUESTION 4

In the SMSVendorSnapin Attributes configuration, what should be the Messaging Snap-in IP/FQDN to be configured?

- A. IP/FQDN of the cluster 4
- B. IP/FQDN of the cluster 3
- C. IP/FQDN of the cluster 2
- D. IP/FQDN of the cluster 1

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101041089>

QUESTION 5

Given the URL below:

<http://services/UCASStoreService/uca>

Which Oceana® Cluster IP is used for the URL of the UCA interface in the Avaya Control Manager?

- A. Cluster4 (Co-Browse Cluster)
- B. Cluster3 (OCP Cluster)
- C. Cluster2 (UAC Cluster)
- D. Cluster1 (Common Components Cluster)

Correct Answer: B

QUESTION 6

Which statement describes the Avaya Control Manager Application Server function?

- A. It provides the database that stores the Control Manager System configuration.
- B. It performs the business logic between the end user interface and the database.
- C. It is responsible for provisioning components from Control Manager with the Different Avaya applications.
- D. It provides a set of web services that developer\\s use for integrating the Control Manager.

Correct Answer: B



Reference: <https://downloads.avaya.com/css/P8/documents/101045636> (11)

QUESTION 7

Which two Avaya Oceana® components are installed on the Avaya Oceana Cluster 2? (Choose two.)

- A. Work Assignment
- B. Unified Collaboration Administration
- C. Context Store
- D. Avaya Mobile Communications (AMC)
- E. Unified Agent Controller (UAC)

Correct Answer: DE

Reference: <https://downloads.avaya.com/css/P8/documents/101041089> (62)

QUESTION 8

When a customer calls the Oceana® Contact Center, which Communication manager VDN extracts out the Oceana® Agent ID, before doing a route-to execution to the Oceana® Agent?

- A. ADJUNCT VDN
- B. INGRESS VDN
- C. ROUTING VDN
- D. RONA VDN

Correct Answer: A

QUESTION 9

Which three tasks are required for the deployment and routing of email in Avaya Oceana? (Choose three.)

- A. Deploy ED Chat Flow
- B. Configure email servers
- C. Deploy ED Email Flow
- D. Deploy the email service snap-in.
- E. Provide agent with third party email inbox.



Correct Answer: BCD

QUESTION 10

Through which Avaya Oceana® component does Unified Agent Controller (UAC) consume agent configuration information?

- A. Context Store (CS)
- B. Call Server Connector (CSC)
- C. Unified Collaboration Administration (UCA)
- D. Unified Collaboration Model (UCM)

Correct Answer: C

QUESTION 11

Which statement about Unified Agent Controller (UAC) is true?

- A. The UAC consumes agent configuration information via CSC component.
- B. The UAC application is the client-side component that manages the connections to the individual Oceana agent desktop applications.
- C. The UAC consumes agent configuration information via the UCM component.
- D. The UAC application is the server-side component that manages the connections to the individual Oceana agent desktop/workspaces.

Correct Answer: D

Reference: <https://slideplayer.com/slide/12076065/>

QUESTION 12

During the implementation of an Avaya Oceana® solution, what are three signs of successful integration between Avaya Oceana® and Avaya AES? (Choose three.)

- A. AES Status and Control shows TSAPI Services is online and Unknown.
- B. AES Status and Control shows the switch connection is online and talking.
- C. AES Status and Control shows DMCC Service Sessions are established.
- D. AES Status and Control shows TSAPI Service is online and talking.



E. AES Status and Control shows CVLAN Service Sessions are established.

Correct Answer: ACD

QUESTION 13

For integrating an Avaya Oceana® solution with Avaya Control Manager, which Cluster Rest interface URL is configured?

- A. <http://Cluster4-IP/services/UCASStore/uca>
- B. <http://Cluster2-IP/services/UCASStore/uca>
- C. <http://Cluster1-IP/services/UCASStore/uca>
- D. <http://Cluster3-IP/services/UCASStore/uca>

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION 14

While working on Email Channel Configurations in Avaya Oceana® where can you enable the Agent Initiated Email feature for Agents?

- A. Email > Recipient Address > Edit Mail box > check the Agent Initiated Email check box
- B. Email > Rule Groups > Edit Default Rule > check the Agent Initiated Email check box
- C. Email > System Rules > Edit Default Rule > check the Agent Initiated Email check box
- D. Email > Sender Groups > Edit Mail box> check the Agent Initiated Email check box

Correct Answer: D

QUESTION 15

While an Avaya Oceana® Agent is on a live webchat session with a customer, which three supervisor features are available to the Oceana® supervisor? (Choose three.)

- A. Route to
- B. Barge-in
- C. Coach



D. Transfer

E. Observe

Correct Answer: BDE

Reference: <https://downloads.avaya.com/css/P8/documents/101029734>

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