



7497X^{Q&As}

Avaya Oceana? Solution Support Exam

Pass Avaya 7497X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.geekcert.com/7497x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙️ **Instant Download** After Purchase
- ⚙️ **100% Money Back** Guarantee
- ⚙️ **365 Days** Free Update
- ⚙️ **800,000+** Satisfied Customers





QUESTION 1

Which credentials does Avaya Oceana Workspaces use for Agent login?

- A. Avaya Breeze™ Authorization Service and Avaya Control Manager Agent username and password
- B. Avaya Breeze™ Authorization Service and Avaya Communication Manager Agent username and password
- C. Avaya Breeze™ Authorization Service and Avaya Communication Manager extension and password
- D. Avaya Breeze™ Authorization Service and LDAP as Authentication Authority

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045186>

QUESTION 2

Agent Controller receives information from the Omnichannel Resource Controller (ORC).

During the Email Flow processing, to which components does the Agent Controller feed the information?

- A. UAC, Agent Workspaces and Omnichannel
- B. UAC, Email Snap-in and Omnichannel DB
- C. UAC and Omnichannel DB
- D. UCM Spaces, UAC, and Agent Workspaces

Correct Answer: B

QUESTION 3

To check Context ID in Context Store for the Avaya Aura® Experience Portal record, which two tools can be used to run queries on Context Store? (Choose two.)

- A. Web Browser
- B. CS TOOL
- C. POSTMAN
- D. SERVICE MAP

Correct Answer: AB



QUESTION 4

A customer is running an Avaya Oceana® solution, and the technical engineer is troubleshooting an operational issue. The customer is using the centralized logging Kibana interface to debug the log files.

Which action can the engineer take to quickly file all the ERROR messages in the log files?

- A. Add a custom filter type error, and then add this filter in selection criteria.
- B. Set the log level to FINE to see error messages.
- C. By default all the errors are high-lighted in Kibana.
- D. Under Filters, choose the level, and then select Add Filter Error.

Correct Answer: A

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

QUESTION 6

Which statement describes the function of the Unified Collaboration Model(UCM)?

- A. It is an agent selection component based on attribute matching across all channels.
- B. It is an engine for tracking and maintaining the end-to-end context of Omni-channel interactions.
- C. It is an enterprise workflow model to orchestrate the omni-channel interaction flow.
- D. It is a normalized model for all resources and interactions that provides states for resources and interactions.



Correct Answer: D

QUESTION 7

From where can you change the log-level for Avaya Oceana® snap-in components?

- A. Omnichannel Datastore
- B. System Manager
- C. Avaya Control Manager
- D. Breeze logging

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101040893> (68)

QUESTION 8

Consider the message:

```
2018-01-31 08:51:07, 795 [pool-241-thread-1] SMSVendorSnapin INFO - SMSVendorSnapin3.4.0.0.80601 ?Response
is {`accounts": [{"messageService": "SMS",
"name": "smsdemo", "url": "www.test.com", "apiId": "1", "apiPassword": "", "external": "", "extra1": "", "extra2": "", "capabilities":
[{"type": "TEXT", "maxLength": 160}], "identities": [{"identifier": "01715123456"}]}}
```

Which component and log file contains log messages of this kind?

- A. ORCRestService PU Log file
- B. CustomerControllerService PU Logs file
- C. SMSVendorSnapin Service Log file
- D. MessagingService Service Log file

Correct Answer: C

QUESTION 9

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 10

After the new implementation has been performed by the Avaya Business Partner, a customer is trying to login to their Agents Workspaces. While the agent is trying to login, the engineer finds the following error messages:

```
2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ?AuthorizationService3.4.0.0.340003
?Caught exception while authenticating with data source: HR-LAB javax.naming.CommunicationException:
135.35.67.19:636 [Root exception is java.net.ConnectException: Connection timed out]at
com.avaya.zephyr.services.production.AuthorizationService.Ldap.LdapDAOClientImpl.handleAuthenticatio
nSystemException(LdapDAOClientImpl.java:116)
```

Which Avaya Oceana® snap-in log file contains these log messages?

A. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua -ucm-pu-1.log

B. cd /var/log/Avaya/dcm/pu/AuthorizationService/ and tail -f AuthorizationService.log

C. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua-bpm-pu-1.log

D. cd /var/log/Avaya/services/AuthorizationService/ and tail -f AuthorizationService.log

Correct Answer: A

QUESTION 11

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 12



For providing a treatment similar to an Experience Portal, which VDN is required in Communication Manager?

- A. Transfer VDN
- B. Ingress VDN
- C. SelfService VDN
- D. Routing VDN

Correct Answer: D

Reference: <https://www.devconnectprogram.com/fileMedia/download/89ee9136-80ce-4911-b3ca9865005ce055>

QUESTION 13

Refer to the exhibit. Which statement about the exhibit is true?

Replica Group: AvayaBreeze_3.4

Replica Nodes

View Details

Repair

Remove

Remove From Queue

Show All Replica Groups

4 Items

<input type="checkbox"/>	Replica Node Host Name	Product	Synchronization Status
<input type="checkbox"/>	hr oceana1 br01.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br02.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br03.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br04.lab.tn.avaya.com	CE	Synchronized

Select: All, None

- A. It displays the Avaya Oceana Breeze™ nodes that are synchronized with Session Manager.
- B. It displays the need for running a DRS replication Service for Avaya Breeze™ nodes.
- C. It displays a successful DRS replication from System Manager to the Avaya Breeze™ nodes.
- D. It displays the need to repair the replication service from System Manager to the Avaya Breeze™ nodes.

Correct Answer: A

QUESTION 14

While troubleshooting Webchat interactions, which snap-in service and PU logs must be checked from the Avaya Oceana Cluster#3?

- A. CustomerControllerService



B. ORCRestService

C. AgentControllerService

D. WAIMRestService

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101045514>

QUESTION 15

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

[Latest 7497X Dumps](#)

[7497X Study Guide](#)

[7497X Braindumps](#)