

Avaya 7495X Exam

Volume: 66 Questions

Question: 1

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. INGRPSS VDN
- C. ROUTING VDN
- D. RONA VDN

Answer: B

Question: 2

Alter a now webchat session Is Initiated by the customer, what Is the next step the customer controller snap in performs to create a new contact inside Avaya Oceana®?

- A. The Customer Controller Snap-In sends the "create new contact request" to OCP Snap-In.
- B. The Customer Controller Snap-in sends the "create new contact request" to WA Snap-In.
- C. The Customer Controller Snap-in sends the "create new contact request" to UCA Snap-In.
- D. The Customer Controller Snap-in sends the "create new contact request" to UCM Snap-in.

Answer: A

Question: 3

Which three Avaya Oceana® common components are required for processing all types of Interactions(voice, email, chat, sms, etc.)? (Choose three.)

- A. Omnlchannel Controller
- B. Unified Collaboration Model (UCM)
- C. Work Assignment (WA)

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D. Customer Controller

E. Engagement Designer (ED)

Answer: B,D,E

Question: 4

Once the Incoming email is downloaded by the email snap-In, which component does Omnichannel Controller then contact to model the email work Item?

A. Omnichannel Controller contacts WA to create a work Item inside Avaya Oceana* and WA models the email Interaction work item.

B. Omnichannel Controller contacts UCM to create a work Item inside Avaya Oceana® and UCM models the email Interaction work Item.

C. Omnichannel Controller contacts ED to create a work Item Inside Avaya Oceana® and ED models the email Interaction work item.

D. Omnichannel Controller contacts UCA to create a work Item Inside Avaya Oceana® and UCA models the email interaction work Item.

Answer: B

Question: 5

Which statement describes the function of the Work Assignment Snap-in?

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 omnichannel Interactions.

C. It Is an enterprise workflow model to orchestrate the omnichannel interaction flow.

D. It Is a normalized model for all resources and interactions that provides states for resources and interactions.

Answer: D

Question: 6

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When a customer calls the Oceana® Contact Center, which Communication Manager VDN performs the Adjunct Route to the Oceana® voice provider (CSC) via AES?

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

Answer: C

Question: 7

After deploying into Avaya Oceana® Cluster1, the cluster status will be In the Deny Now Service State.

Which two steps must be performed to complete the Cluster 1 Installation? (Choose two.)

- A. Change the Cluster1attributes to the desired values.
- B. Change the Cluster1status to accept new service after reboot.
- C. Change the Cluster1status to deny new service after reboot.
- D. Reboot IS not required for Avaya Breeze Nodes from Cluster1.
- E. First Reboot Avaya Breeze Nodes from Cluster1.

Answer: C,D

Question: 8

Which three item are required for the Chat-Bot Integration with Avaya Oceana®? (Choose three.)

- A. Avaya Co-Browse
- B. Secondary Omnichannel Datastore
- C. Rackspace Instance
- D. Avaya Chat Servers APS

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E. An additional license from Avaya

Answer: A,B,E

Question: 9

Which Cluster Is required for configuration of attributes at a central location and distributing them to all the components inside the solution?

A. Cluster 4 - Co-Browse Cluster

B. Cluster 5 - Provisioning Cluster

C. Cluster 2 - UAC Cluster

D. Cluster 1 - Common Component Cluster

Answer: A

Question: 10

For an Avaya Oceana⁰" solution, which Cluster Profile Is used for an Oceana[®] cluster deployment?

A. Engagement Assistant Speech

B. Customer Engagement

C. Core Platform

D. Context Store

Answer: B

Question: 11

Using the customer history widget, Avaya Oceana[®] Agents can search customer history to find information about previous multimedia interaction;; with the customer.

Which component holds multimedia customer history information?

A. Omnichannel Datastore

B. Avaya Aura[®] Session Manager

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C. External Data Mart

D. Avaya Control Manager

Answer: B

Question: 12

While: deploying the Avaya Oceana® solution. It is recommended that the customer provide an external Data Mart (EDM) database for Context Store.

Which three databases are support for EDM deployment? (Choose three.)

A. Sybase

B. Informix

C. Microsoft SQL Server

D. PostgreSQL

E. Oracle Database

Answer: C,D

Question: 13

While Implementing an Avaya Oceana® solution. If the customer Is using Avaya System Manager Certificate Authority (CA),which three tasks must be performed for certificate installation? (Choose three.)

A. Install Trust Cert if irate (nun I DAP Server on System Manager and Cluster2

B. Install Trust Certificate from I DAP Server on Avaya Communication Manager.

C. Replace the default identity Certificates on Avaya System Manager.

D. Install SMGR RootCA on Avaya Oceana® Agent Workspaces computers.

E. Replace the default Identity Certificates on Avaya Breeze Nodes Security Modules.

Answer: A,D,E