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Vendor:Avaya

Exam Code:7497X

Exam Name:Avaya Oceana? Solution Support Exam

Version:Demo

QUESTION 1

A customer is unable to login to Agent Workspaces, and the administrator finds the following error messages in the log files.

```
2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ?AuthorizationService-3.4.0.0.340003 - 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.Ildap.LdapDAOClientImpl.handleAuthenticationSystemException(LdapDAOClientImpl.java:116)
```

What is causing these error messages?

- A. An LDAP connection issue was caused due to an incorrect LDAP parameter.
- B. The session timed out due to a browser issue.
- C. The Multimedia Cache database is unable to connect.
- D. SMGR is not authorizing Agent to login.

Correct Answer: D

QUESTION 2

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 ConactID=UCID

Correct Answer: B

QUESTION 3

Consider the log messages:

```
`RequestId\:\SWQtNzA2d2pSRm03zGtfQUtzUFFtdw==_\,\RouteRequestId\:\0830cf65-1aaf-48a3-8a2f-44850be19f82\,\WorkflowType\:\ROUTE_CONTACT_SMS\,\SourceName\:\OCP ShortMessageService\,\CallbackIp\:\135.122.106.229\,\ContactId\:\ME1NsN-4Ql6isb73z~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 4

If the information (Agent, Supervisor, and Attributes Etc.) is put into Avaya Control Manager, but is actually in Oceana® which Oceana Component REST interface belongs to the Avaya Oceana® component?

- A. UCA REST
- B. UAC REST
- C. UCM REST
- D. CC REST

Correct Answer: A

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

QUESTION 5

Which statement regarding UCASStore Backup is correct?

- A. UCASStore backup can be taken without entering the backup password.
- B. UCASStore backup can be run immediately or scheduled later.
- C. UCASStore backup is mandatory for the Avaya Oceana® solution.
- D. UCASStore backup can be run immediately and it does not support backup scheduling.

Correct Answer: B

QUESTION 6

To perform the restore of the Intersystem cache database, which application file must run from the Install directory of the Omnichannel Windows Multimedia Server?

- A. Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe

- B. Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseRestore.exe
- C. Avaya\Oceana\Oceana\BackupAndRestore\Restore.exe
- D. Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelRestore.exe

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045282> (59)

QUESTION 7

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
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4 Items ↻

<input type="checkbox"/>	Replica Node	Host Name	Product	Synchronization Status
<input type="checkbox"/>	hr oceana1	br01.lab.trn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br02.lab.trn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br03.lab.trn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br04.lab.trn.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 8

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 9

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 10

For deploying the Avaya Oceana® solution, what are the two recommendations for software and secure communications? (Choose two.)

- A. Check compatibility with Avaya Aura® 6.x stack as Avaya Oceana® solution is compatible with Avaya Aura® 6.x.
- B. Install signed certificates for an Avaya Oceana® deployment.
- C. Load signed certificates for an Avaya Oceana® deployment.
- D. Verify the minimum software release and compatibility metrics for Avaya Oceana® with the Avaya Aura® stack.
- E. Check compatibility with Avaya Aura® 5.x stack as Avaya Oceana® solution is only compatible with Avaya Aura® 5.2.1.

Correct Answer: BD

QUESTION 11

Which two log files are used to troubleshoot CSC-AES connection problems? (Choose two.)

- A. /var/log/Avaya/dcm/pu/CallServerConnector
- B. /var/log/Avaya/services/CallServerConnector
- C. /var/log/Avaya/dcm/pu/AgentControllerService

D. /var/log/Avaya/services/CustomerControllerService

Correct Answer: AC

QUESTION 12

When a customer leverages Avaya Aura® Experience Portal as their self-service application, during the first leg of voice call processing, which component from the Avaya Aura® stack contacts ContextStore to create a Context ID for the new Voice Interaction?

- A. Avaya Aura® Experience Portal IVR Application
- B. Avaya Aura® Session Manager
- C. Avaya Aura® Application Enablement Services
- D. Avaya Aura® Communication Manager

Correct Answer: A

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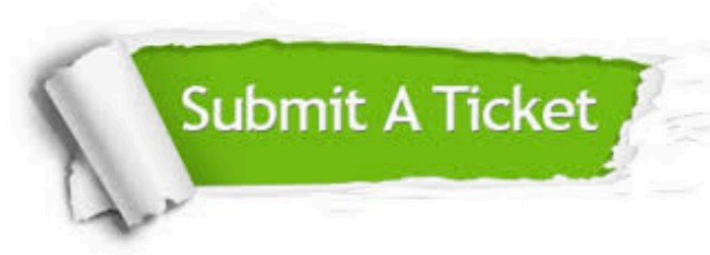
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