

## 7495X<sup>Q&As</sup>

Avaya Oceana Solution Integration Exam

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## QUESTION 1

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

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## QUESTION 2

After successfully deploying the Email Workflow in the Engagement Designer, where can the customer confirm if the Email Workflow is installed or not?

- A. In the Avaya Breeze CLI under folder /opt/Avaya
- B. In the SMGR Web Administration under Avaya Breeze Services
- C. In the ED Designer Console under Workflows
- D. In the ED Administration Console under Workflows

Correct Answer: C

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## QUESTION 3

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

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## QUESTION 4

Which component exposes the APIs that allow other Avaya Oceana® components to obtain notifications about all the Avaya Oceana® agents and work states in the system?

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

Correct Answer: D

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

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## QUESTION 5

After a new 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.

Correct Answer: B

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