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QUESTION 1

Which three Avaya applications are required for Avaya Oceana® routed multimedia only deployments?

(Choose three.)

A. Avaya Aura® System Manager (SMGR)

B. Avaya Aura® Communication Manager (CM)

C. Application Enablement Services (AES)

D. Avaya Control Manager (ACM)

E. Avaya BreezeTM

Correct Answer: ABC

QUESTION 2

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/

QUESTION 3

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 4

For Omnichannel configuration in Avaya Control Manager (ACM), which IP address or FQDN and Default Port number are used?

A. Avaya Common Cluster IP or FQDN; Default Port 57772

B. Avaya Control Manager IP or FQDN; Default Port 57773

C. Omnichannel Windows Server IP or FQDN; Default Port 57772

D. OCP Cluster IP or FQDN; Default Port 57773

Correct Answer: C

Reference: https://www.google.com/url? sa=tandrct=jandq=andesrc=sandsource=webandcd=1andcad=rjaanduact=8an
dved=2ahUKEwj69ef1qvfgAhU08KYKHdaQC
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2F101041347andusg=AOvVaw3TaxAGJOnPXVWtYvd4IemW

QUESTION 5

Which statement about Avaya Oceana® Engagement Designer (ED) Work Flows is true?

A. ED Work Flows are not required while Task Bundles are present in the Engagement Designer.

B. ED Work Flow is mandatory for only Multimedia Interaction Channels (chat, email, SMS, etc.)

C. ED Work Flow cannot be edited by the Customers/Business Partners as per their Business Logic.

D. ED Work Flow is mandatory for every Interaction Channel (voice, chat, email, SMS, etc.)

Correct Answer: B

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