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QUESTION 1

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

QUESTION 2

After adding the Oceana® UCA and CM to the same location in the Control manager, which two configurations are required for this newly added location? (Choose two.)

A. Assign a location to Web Server.

B. Assign a location to Application Server.

C. Assign a location to Provisioning Server.

D. Assign a location to Monitor Server.

E. Assign a location to Database Server.

Correct Answer: BC

QUESTION 3

Which three are multimedia capabilities of an Avaya Oceana® solution? (Choose three.)

A. Scanned Documents

B. Social Media

C. SMS

D. Co-browse

E. PSTN Voice Calls

Correct Answer: BCD

QUESTION 4

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

QUESTION 5

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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