

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

Avaya Oceana Solution Integration Exam

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## QUESTION 1

While integrating Email Channel with an Avaya Oceana® solution, which two configuration items are required? (Choose two.)

- A. Email Route Point
- B. Email Provider
- C. Email Skill
- D. Sender Email Address
- E. Location

Correct Answer: AB

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## QUESTION 2

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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## QUESTION 3

Which statement about Unified Agent Controller (UAC) is true?

- A. The UAC consumes agent configuration information via CSC component.
- B. The UAC application is the client-side component that manages the connections to the individual Oceana agent desktop applications.
- C. The UAC consumes agent configuration information via the UCM component.
- D. The UAC application is the server-side component that manages the connections to the individual Oceana agent desktop/workspaces.

Correct Answer: D

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

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#### QUESTION 4

Avaya Oceana® is the next generation of customer engagement platform that is designed using which platform?

- A. Avaya Breeze™
- B. Avaya Control Manager
- C. Avaya Aura® Session Manager
- D. Avaya SDK

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101053617> (5)

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#### QUESTION 5

Which snap-in is required for implementing POM in an Avaya Oceana® solution?

- A. ORCRestService
- B. AgentControllerService
- C. AutomationController
- D. OBService

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101051672>

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