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Avaya Oceana Solution Integration Exam

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QUESTION 1

Which two items are required in Avaya Aura® for a Green Field implementation of an Avaya Oceana® solution? (Choose two.)

- A. Avaya Aura® Application Enablement Services with Advanced TSAPI license
- B. Front-End third party IVR or Avaya Aura® Experience Portal
- C. Communication Manager with license for Elite Call center
- D. Avaya Call Management System
- E. Avaya Contact Recorder

Correct Answer: AC

QUESTION 2

Avaya Oceana® routed calls require two Communication Manager (CM) variables:

Routing Vector requires a variable used to collect Agent ID.

Avaya Oceana? solution vectors require a Persistent variable. Which two purposes do these variables serve in CM? (Choose two.)

- A.
To hold Agent ID from Adjunct Route response message
- B.
To distinguish between RONA and Adjunct Routed Elite Anchored calls
- C.
To hold the customer ANI to perform Adjunct Route
- D.
To distinguish between Adjunct Routed Elite and WebRTC Voice/AAMS anchored calls
- E.
To hold UUID information to be shared with Avaya Oceana?

Correct Answer: AD

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION 3

During a chat interaction with a customer, which two actions can be performed by an agent? (Choose two.)

- A. Conference a supervisor
- B. Email
- C. Transfer to a supervisor
- D. Transfer a file
- E. Initiate a co-browse session

Correct Answer: BD

QUESTION 4

Which three items are required for the Chat-Bot integration with Avaya Oceana? (Choose three.)

- A. Avaya Co-Browse
- B. Secondary Omnichannel Datastore
- C. Rackspace instance
- D. Avaya Chat Servers APS
- E. An additional license from Avaya

Correct Answer: BDE

QUESTION 5

Which two Engagement Designer (ED) configuration settings are required in Avaya Oceana® 3.5 after deploying the workflow for Voice/Elite? (Choose two.)

- A. Configure attributes under provisioning cluster for the deployed voice workflow
- B. Configure Routing Rule for Self-Service
- C. Configure Rule Group for Voice assisted and Self-Service flows
- D. Configure attributes for Voice-assisted and Self-Service flows from ED Admin Console
- E. Configure attributes for Voice-assisted and Self-Service from ED Admin Design

Correct Answer: AB

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