

# 7497X<sup>Q&As</sup>

Avaya Oceana? Solution Support Exam

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#### **QUESTION 1**

Consider the log messages:

`RequestId\\':\\'SWQtNzA2d2pSRm03zGtfQUtzUFFtdw==\_\\',\\'RouteRequestId\\':\\'0830cf65-1aaf-48a3-8a2f44850be19 f82\\',\\'WorkflowType\\':\\'ROUTE\_CONTACT\_SMS\\',\\'SourceName\\':\\'OCP ShortMessageService\\',\\'CallbackIp\\':\\'135.122.106.229\\',\\'ContactId\\':\\'ME1NsN4QI6isb73z~mPyA\\',\\'ChannelType\\':\\'ShortMessageService\\',\\'Reason\\':\\'400 Bad Request. Space could not be resolved `,\\'WorkRequestId\\':\\'Id-706wjRFm7dk\_AKsPQmw\\'}

Which provider type is being handled in these log messages?

- A. OCP Chat Provider
- B. OCP Social Provider
- C. OCP Email Provider
- D. OCP SMS Provider

Correct Answer: D

#### **QUESTION 2**

Which statement describes the function of the Unified Collaboration Model(UCM)?

- A. It is an agent selection component based on attribute matching across all channels.
- B. It is an engine for tracking and maintaining the end-to-end context of Omni-channel interactions.
- C. It is an enterprise workflow model to orchestrate the omni-channel interaction flow.
- D. It is a normalized model for all resources and interactions that provides states for resources and interactions.

Correct Answer: D

#### **QUESTION 3**

To check Context ID in Context Store for the Avaya Aura® Experience Portal record, which two tools can be used to run queries on Context Store? (Choose two.)

- A. Web Browser
- B. CS TOOL
- C. POSTMAN
- D. SERVICE MAP

Correct Answer: AB

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### **QUESTION 4**

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

- A. Each cluster
- B. Common Component cluster
- C. UAC cluster
- D. OCP cluster

Correct Answer: C

#### **QUESTION 5**

Which component receives AES messages with call details; for example, Dialed Number, CLID, UUI, and UCID, during the Avaya Oceana® voice call?

- A. Work Assignment
- B. UCM
- C. Context Store
- D. CSC

Correct Answer: A

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