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QUESTION 1

Which statement correctly describes the Avaya Oceana Monitor?

- A. It provides a single location to view the status of Cluster1 components.
- B. It provides a single location to view the status of each supported Oceana component.
- C. It provides a single location to view the status of the UAC Oceana component.
- D. It provides a single location to view the status of the UCM Oceana component.

Correct Answer: D

QUESTION 2

After it has completed the processing of Engagement Designer(ED) workflow for SMS interaction, which two components does ED respond back to? (Choose two.)

- A. Work Assignment
- B. MessagingService
- C. Unified Collaboration Model
- D. ORCRestService
- E. Context Store

Correct Answer: AB

QUESTION 3

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an issue with the Avaya

Oceana Agent Workspaces and receive the following log messages:

Log File: wa-wae-pu-*.log

```
09-20 11:41:29, 855 [wa-engine-thread ] INFO WaeEventManager ?[.2.0.0.480_1]
```

```
[M:processInboundEvent (ResourceStateEvent) ] [T:].
```

```
Resource state change for ResourceStateEvent
```

```
[triggeringWorkId=00002000521474393284, state=NOT_READY,
```

```
nativeResourceID=6006800,sourceId=e_CM_1, channel=Voice, accountId=6006800, workLimit=1,
```

```
activeWorkCount=0] successfully processed
```

What is the current status of the Agent Workspaces?

- A. NOT_READY
- B. READY
- C. BUSY
- D. CONNECTED

Correct Answer: B

QUESTION 4

When a call is transferred from Avaya Aura® Experience Portal to Communication Manager Ingress VDN, what information is passed inside the UUI header? (Choose two.)

- A. Context ID
- B. Call ID
- C. UCID
- D. Call Ref ID
- E. Session ID

Correct Answer: AE

QUESTION 5

While troubleshooting Webchat interactions, which snap-in service and PU logs must be checked from the Avaya Oceana Cluster#3?

- A. CustomerControllerService
- B. ORCRestService
- C. AgentControllerService
- D. WAIMRestService

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101045514>

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