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QUESTION 1

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 2

Which component is responsible for integrating Avaya Oceana Workspaces with Avaya Oceana® core components?

- A. Unified Collaboration Administration (UCA)
- B. Call Server Connector (CSC)
- C. Unified Agent Controller (UAC)
- D. Unified Collaboration Model (UCM)

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101045183>

QUESTION 3

A customer is running an Avaya Oceana® solution and a technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® it is not delivered to the available agents. During the isolation the engineer finds that the ED Work Flow Instance is not created inside Engagement Designer.

What should be analyzed from Avaya Oceana® to check the incoming calls to Avaya Oceana® from the Avaya Aura® stack?

- A. CallServerConnector
- B. UCM-PU
- C. UCMServices
- D. UCMDataCollector

Correct Answer: D

QUESTION 4

A customer is running an Avaya Oceana® solution and a technical engineer is troubleshooting an operational issue. Many components are logging errors showing that they cannot connect to Unified Collaboration Module (UCM).

Which three actions will help to verify the current deployed state of UCM in the solution? (Choose three.)

- A. Run `deploy-service -lv` on the Breeze™ server
- B. Check the service install status on cluster Administrator page in SMGR
- C. Look at the Oceana Monitor page.
- D. Look at the Event Log in System Manager
- E. Check the status of cluster1 in SMGR.

Correct Answer: BCE

QUESTION 5

While troubleshooting Avaya Aura® Experience Portal through the Experience Portal Management Platform, how can you confirm if the Avaya Oceana® application is working properly?

- A. Edit the Avaya Oceana® application and click on "Verify" to check if you have reached the application successfully.
- B. Check the Port Distribution and confirm if the Experience Portal channels are in-service.
- C. Verify if the Avaya Oceana® application URL is mapped to the correct DNIS or application number.
- D. Check the VOIP connection and verify if the Experience Portal is integrated to the correct Session Manager.

Correct Answer: A

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