

7497X^{Q&As}

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QUESTION 1

Which two statements describe what the Engagement Designer (ED) does while it is processing an incoming interaction from a chat contact? (Choose two.)

- A. ED sends a resource request to CS with chat attributes for a suitable agent
- B. ED sends a "create new contact" request to OCP snap-in
- C. ED workflow requests chat attributes for the ContextId from CStore.
- D. ED sends a resource request to WA and invites the agent to a chatroom.
- E. ED sends a resource request to WA with chat attributes for a suitable agent

Correct Answer: BD

QUESTION 2

Consider the log messages:

```
`RequestId\\':\\'SWQtNzA2d2pSRm03zGtfQUtzUFFtdw==_\\',\\'RouteRequestId\\':\\'0830cf65-1aaf-48a3-8a2f44850be19f82\\',\\'WorkflowType\\':\\'ROUTE_CONTACT_SMS\\',\\'SourceName\\':\\'OCP ShortMessageService\\',\\'CallbackIp\\':\\'135.122.106.229\\',\\'ContactId\\':\\'ME1NsN4Ql6isb73z~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 3

When troubleshooting issues related to alarms and events raised by Context Store, which log location needs to be checked?

- A. /var/log/Avaya/services/event.log
- B. /var/log/Avaya/ca/event.log
- C. /var/log/Avaya/dcm/event.log
- D. /var/log/Avaya/eventing/activemq.log

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101044889> (112)

QUESTION 4

A customer is running an Avaya Oceana® solution, and the technical engineer is troubleshooting an operational issue. The customer is using the centralized logging Kibana interface to debug the log files.

Which action can the engineer take to quickly file all the ERROR messages in the log files?

- A. Add a custom filter type error, and then add this filter in selection criteria.
- B. Set the log level to FINE to see error messages.
- C. By default all the errors are high-lighted in Kibana.
- D. Under Filters, choose the level, and then select Add Filter Error.

Correct Answer: A

QUESTION 5

A customer is unable to login to the Agent Workspaces with Multimedia Channels. Given these log messages:

```
2018-04-23 07:01:11, 358 [pool-128-thread-1] config.OcpOceanaMonitorWASProduction INFO
[M:setOceanaHeartbeatMessage][T:null]. OceanaHeartbeatMessage.MessageText: [GigaSpaces connection OK.
Database connection is Broken. ORC Rest service is reachable (http 200). AgentControllerService Alive, Cluster Status
ACTIVE] Status: [ERROR] 2018-04-24 07:02:09,853 [pool128-thread-1] serviceability.AgentControllerStatusTask
ERROR -[M:agentControllerStatusRunnable] [T:null].error in DB Connection
com.avaya.ocp.db.util.PersistenceException: java.sql.SQLException: [Cache JDBC] Communication link failure:
Connection refused at com.avaya.ocp.db.util.DbConnFactoryDbcpPool.getConnection
(DbConnFactoryDbcpPool.java:166)
```

What is causing these log messages?

- A. Multimedia Cache database not reachable
- B. The LDAP database is not reachable
- C. The EDM database is not reachable
- D. The ORC Rest service is not working

Correct Answer: A
