

7497X^{Q&As}

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QUESTION 1

A customer is testing Avaya Oceana Voice Call Flow.

From where can the customer see the Context ID for a particular Active call if the customer does not want to enable "Analyze Oceana Log files"?

- A. From SMGR CSC Attribute Information by clicking on Avaya Breeze™, Configuration and CSServices Attributes
- B. From AES DMCC Summary Information by clicking on Status and Control, DMCC Service Status, No. of Associations
- C. From ED Admin Console Instances by clicking Active Instance and then click on the Context Store Cluster Block
- D. From the ED Admin Console by clicking Voice Work Flows get Context ID from opened information pop up

Correct Answer: D

QUESTION 2

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 login 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 3

If the information (Agent, Supervisor, and Attributes Etc.) is put into Avaya Control Manager, but is actually in Oceana® which Oceana Component REST interface belongs to the Avaya Oceana® component?

- A. UCA REST
- B. UAC REST
- C. UCM REST
- D. CC REST

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101041089>

QUESTION 4

For providing a treatment similar to an Experience Portal, which VDN is required in Communication Manager?

- A. Transfer VDN
- B. Ingress VDN
- C. SelfService VDN
- D. Routing VDN

Correct Answer: D

Reference: <https://www.devconnectprogram.com/fileMedia/download/89ee9136-80ce-4911-b3ca9865005ce055>

QUESTION 5

A customer is unable to login to Agent Workspaces, and the administrator finds the following error messages in the log files.

```
2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ?AuthorizationService3.4.0.0.340003 - Caught exception while authenticating with data source: HR-LAB javax.naming.CommunicationException: 135.35.67.19:636 [Root exception is java.net.ConnectException: Connection timed out]at com.avaya.zephyr.services.production.AuthorizationService.Ildap.LdapDAOClientImpl.handleAuthenticatio nSystemException(LdapDAOClientImpl.java:116)
```

What is causing these error messages?

- A. An LDAP connection issue was caused due to an incorrect LDAP parameter.
- B. The session timed out due to a browser issue.
- C. The Multimedia Cache database is unable to connect.
- D. SMGR is not authorizing Agent to login.

Correct Answer: D