

7498X^{Q&As}

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Refer to the exhibit.

Agent Configuration						
Agent ID	Agent Name	Login ID	Supervisor ID	Supervisor Name	Multiplicity	Channel
agent40013@avaya.com	Agent40013 ChatV	agent40013@avaya.com	agent40025@avaya.com	demo supervisor25	1	Chat
					1	Email
					1	ShortMessageService
					1	Voice
agent40014@avaya.com	Agent40014 Voice	agent40014@avaya.com	agent40025@avaya.com	demo supervisor25	1	Chat
					1	ShortMessageService
					2	Email
agent40020@avaya.com	Demo Agent40020	agent40020@avaya.com	agent40025@avaya.com	demo supervisor25	3	Chat
					3	Email
					3	ShortMessageService
					2	Chat

Based on the information shown in the exhibit, which two report types are applicable for this template? (Choose two.)

- A. Dashboard Report
- B. Custom Report
- C. Historical Report
- D. Real-time Report

Correct Answer: CD

QUESTION 4

Which component is the source for administration and reference data and used by Avaya AnalyticsTM?

- A. Unified Collaboration Administration
- B. Unified Collaboration Model
- C. Streams Weblogic Server
- D. Unified Reference Model

Correct Answer: A

Reference: https://documentation.avaya.com/bundle/usingAvayaAnalyticsforOceanareports_r35/page/Overview.html

QUESTION 5

Which three databases must be backed up before upgrading the Avaya AnalyticsTM 3.4 to 3.5? (Choose three.)

- A. SYSTEM_AUX
- B. GILA_STAGE
- C. SYSTEM

D. GILA_WAREHOUSE

E. OCEANA_DATAMART

Correct Answer: BDE

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