

7495X^{Q&As}

Avaya Oceana Solution Integration Exam

Pass Avaya 7495X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/7495x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

- ⚙ **Instant Download** After Purchase
- ⚙ **100% Money Back** Guarantee
- ⚙ **365 Days** Free Update
- ⚙ **800,000+** Satisfied Customers



QUESTION 1

To route contacts based on certain criteria, which two criteria can be applied to the Email Rule group? (Choose two.)

- A. RSS Feeds
- B. Recipient Addresses
- C. Keyword Groups
- D. Out Of Hours
- E. URL Filtering

Correct Answer: BC

QUESTION 2

Which statement describes the Avaya Control Manager Application Server function?

- A. It provides the database that stores the Control Manager System configuration.
- B. It performs the business logic between the end user interface and the database.
- C. It is responsible for provisioning components from Control Manager with the Different Avaya applications.
- D. It provides a set of web services that developer\\s use for integrating the Control Manager.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101045636> (11)

QUESTION 3

In the SMSVendorSnapin Attributes configuration, what should be the Messaging Snap-in IP/FQDN to be configured?

- A. IP/FQDN of the cluster 4
- B. IP/FQDN of the cluster 3
- C. IP/FQDN of the cluster 2
- D. IP/FQDN of the cluster 1

Correct Answer: B

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

QUESTION 4

Which three statements about Webchat Transfer to Service are true? (Choose three.)

- A. WebChat transfer is completed without any indication on customer web session.
- B. The Web Chat Agent helps the customer, and transfers the chat to the appropriate service.
- C. The Agent waits on the line until the customer connects to the new agent.
- D. The Agent puts the chat on hold, and the customer is put in the Oceana® queue until a new agent is found.
- E. The Web Chat Agent cannot help the customer, and transfers the chat to the appropriate service.

Correct Answer: ABD

QUESTION 5

Which statement describes the "Coverage to messaging" feature supported in Avaya Oceana® 3.5?

- A. It is a mailbox that can be associated with the agent, the skill or any other suitable grouping.
- B. Customers have the option to leave a voice message when a Required Resource does not answer.
- C. It is a workflow option to route to the agent's voice mailbox to leave a voice message.
- D. It is a shared mailbox that can be associated with a set of agents; i.e., an agent group.

Correct Answer: A

Reference: <https://www.devconnectprogram.com/fileMedia/download/08ad7375-7c2e-4767-929f15f4e8130a0d>

QUESTION 6

For the implementation of an Avaya mobile Video solution, which two additional components are required? (Choose two.)

- A. Avaya Aura® Web Gateway
- B. Avaya Mobile Video Gateway
- C. Avaya Aura® Media Server
- D. Equinox Management Server
- E. Avaya Aura® Session Manager

Correct Answer: CE

QUESTION 7

What is the maximum number of concurrent active Voice Agents supported by an Avaya Oceana® solution?

- A. 3500
- B. 2000
- C. 4500
- D. 4300

Correct Answer: A

QUESTION 8

Which three items are required for the Chat-Bot integration with Avaya Oceana? (Choose three.)

- A. Avaya Co-Browse
- B. Secondary Omnichannel Datastore
- C. Rackspace instance
- D. Avaya Chat Servers APS
- E. An additional license from Avaya

Correct Answer: BDE

QUESTION 9

For Omnichannel configuration in Avaya Control Manager (ACM), which IP address or FQDN and Default Port number are used?

- A. Avaya Common Cluster IP or FQDN; Default Port 57772
- B. Avaya Control Manager IP or FQDN; Default Port 57773
- C. Omnichannel Windows Server IP or FQDN; Default Port 57772
- D. OCP Cluster IP or FQDN; Default Port 57773

Correct Answer: C

Reference: <https://www.google.com/url?sa=t&andrc=jandq=andesrc=sandsourc=webandcd=1andcad=rjaanduaact=8andved=2ahUKEwj69ef1qvfgAhU08KYKHdaQC14QFjAAegQICBACandurl=https%3A%2F%2Fsupport.avaya.com%2Fcss%2Fp8%2Fdocuments%2F101041347andusg=AOvVaw3TaxAGJOnPXVWtYvd4IemW>

QUESTION 10

Avaya Oceana® routed calls require two Communication Manager (CM) variables:

Routing Vector requires a variable used to collect Agent ID.

Avaya Oceana? solution vectors require a Persistent variable. Which two purposes do these variables serve in CM? (Choose two.)

A.

To hold Agent ID from Adjunct Route response message

B.

To distinguish between RONA and Adjunct Routed Elite Anchored calls

C.

To hold the customer ANI to perform Adjunct Route

D.

To distinguish between Adjunct Routed Elite and WebRTC Voice/AAMS anchored calls

E.

To hold UUID information to be shared with Avaya Oceana?

Correct Answer: AD

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION 11

When a customer calls the Oceana® Contact Center, which Communication manager VDN extracts out the Oceana® Agent ID, before doing a route-to execution to the Oceana® Agent?

A. ADJUNCT VDN

B. INGRESS VDN

C. ROUTING VDN

D. RONA VDN

Correct Answer: A

QUESTION 12

Which two statements about the functionality provided by Avaya Oceana® Omnichannel datastore are true? (Choose two.)

- A. Chat, Email, and SMS interactions are stored in Omnichannel Datastore.
- B. Customer History Information is provided by Omnichannel Datastore.
- C. Omnichannel datastore can co-reside with Avaya Oceana® Cluster#3.
- D. Omnichannel datastore can co-reside with Avaya Oceana® Cluster#2.
- E. Voice Interactions information is stored in Omnichannel Datastore.

Correct Answer: AB

QUESTION 13

While installing Trust Certificates from the LDAP Server on System Manager, which two details are required for installing the Trust Certificate? (Choose two.)

- A. IP Address of Cluster 1
- B. IP Address of SMGR Server
- C. LDAP Port : 636
- D. IP Address of LDAP Server
- E. LDAP Port : 363

Correct Answer: BC

QUESTION 14

When a customer calls the Oceana® Contact Center, which Communication Manager VDN performs the Adjunct Route to the Oceana® voice (CSC) via AES?

- A. ADJUNCT VDN
- B. ROUTING VDN
- C. RONA VDN
- D. INGRESS VDN

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

QUESTION 15

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

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

Correct Answer: A

[Latest 7495X Dumps](#)

[7495X PDF Dumps](#)

[7495X Practice Test](#)