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Avaya Oceana Solution Integration Exam

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QUESTION 1

While deploying the Avaya Oceana® solution, it is recommended that the customer provide an External data mart (EDM) database for Context Store.

Which three databases are supported for EDM deployment? (Choose three.)

- A. Sybase
- B. Informix
- C. Microsoft SQL Server
- D. PostgreSQL
- E. Oracle Database

Correct Answer: CDE

Reference: https://documentation.avaya.com/bundle/DeployingAvayaOceanaSolution_r34/page/Create_the_database_for_External_Data_Mart.html

QUESTION 2

You are configuring the attributes under the provisioning cluster.

What is the effective value for the attribute "voice provider id" under voice configuration, which needs to match the configuration of Voice Provider in Avaya Control Manager?

- A. Avaya Aura Media Server Host Name
- B. Session Manager Security Module Host Name
- C. Avaya Control Manager Host Name
- D. Avaya Aura Communication Manager Host Name

Correct Answer: C

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

QUESTION 3

Which two options are available to customers for integrating Social Channel with their social media platforms with Avaya Oceana? (Choose two.)

- A. Google Cloud
- B. AVA
- C. DevConnect AP

D. Microsoft Azure

E. Digital Ocean

Correct Answer: BC

QUESTION 4

On which component in Avaya Oceana® 3.5 is the Omnichannel Administration utility hosted?

A. OC Database server

B. Avaya Control Manager

C. Avaya Aura® System Manager

D. Avaya Communication Manager

Correct Answer: A

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

QUESTION 5

For integrating an Avaya Oceana® solution with Avaya Control Manager, which Cluster Rest interface URL is configured?

A. <http://Cluster4-IP/services/UCASStore/uca>

B. <http://Cluster2-IP/services/UCASStore/uca>

C. <http://Cluster1-IP/services/UCASStore/uca>

D. <http://Cluster3-IP/services/UCASStore/uca>

Correct Answer: C

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

QUESTION 6

Avaya Oceana® is the next generation of customer engagement platform that is designed using which platform?

A. Avaya Breeze™

B. Avaya Control Manager

C. Avaya Aura® Session Manager

D. Avaya SDK

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101053617> (5)

QUESTION 7

Once the incoming email is downloaded by the email snap-in, which component does Omnichannel Controller then contact to model the email work item?

- A. Omnichannel Controller contacts WA to create a work item inside Avaya Oceana® and WA models the email interaction work item.
- B. Omnichannel Controller contacts UCM to create a work item inside Avaya Oceana® and UCM models the email interaction work item.
- C. Omnichannel Controller contacts ED to create a work item inside Avaya Oceana® and ED models the email interaction work item.
- D. Omnichannel Controller contacts UCA to create a work item inside Avaya Oceana® and UCA models the email interaction work item.

Correct Answer: A

QUESTION 8

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 9

While deploying Avaya Oceana® 3.5, there is a requirement to create a provisioning cluster that can be used as a centralized component for configuring the attributes for the Avaya Oceana® solution.

Which snap-in is required for creating a provisioning cluster?

- A. OmniCenterProvisioningCollector
- B. GenericChannelAPI
- C. CentralizedLoggingService
- D. OceanaConfiguration

Correct Answer: C

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

QUESTION 10

During a chat interaction with a customer, which two actions can be performed by an agent? (Choose two.)

- A. Conference a supervisor
- B. Email
- C. Transfer to a supervisor
- D. Transfer a file
- E. Initiate a co-browse session

Correct Answer: BD

QUESTION 11

While integrating Email Channel with an Avaya Oceana® solution, which two configuration items are required? (Choose two.)

- A. Email Route Point
- B. Email Provider
- C. Email Skill
- D. Sender Email Address
- E. Location

Correct Answer: AB

QUESTION 12

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&drct=j&dq=andescr=s&source=web&cd=1&cad=rja&uact=8&ved=2ahUKEwj69ef1qvfgAhU08KYKHdaQC14QFjAAegQICBAC&url=https%3A%2F%2Fsupport.avaya.com%2Fcss%2FP8%2Fdocuments%2F101041347&usg=AOvVaw3TaxAGJOnPXVWtYvd4IemW>

QUESTION 13

For an Avaya Oceana® solution, which Cluster Profile is used for an Oceana® cluster deployment?

- A. Engagement Assistant Speech
- B. Customer Engagement
- C. Core Platform
- D. Context Store

Correct Answer: B

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

QUESTION 14

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

QUESTION 15

A customer's recommendation is to use secure communication between all the components involved in the Avaya Oceana® solution.

After enabling secure communication for a cluster, which additional configuration parameter needs to be updated for the cluster?

- A. Cluster Profile
- B. Cluster group
- C. Cluster IP
- D. Cluster Fully Qualified Domain Name

Correct Answer: C

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