

7497X^{Q&As}

Avaya Oceana? Solution Support Exam

Pass Avaya 7497X Exam with 100% Guarantee

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

<https://www.leads4pass.com/7497x.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

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

Refer to the exhibit. Which statement about the exhibit is true?

Replica Group: AvayaBreeze_3.4

Replica Nodes

View Details Repair Remove Remove From Queue Show All Replica Groups

4 Items

<input type="checkbox"/>	Replica Node Host Name	Product	Synchronization Status
<input type="checkbox"/>	hr oceana1 br01.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br02.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br03.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1 br04.lab.tn.avaya.com	CE	Synchronized

Select: All, None

- A. It displays the Avaya Oceana Breeze™ nodes that are synchronized with Session Manager.
- B. It displays the need for running a DRS replication Service for Avaya Breeze™ nodes.
- C. It displays a successful DRS replication from System Manager to the Avaya Breeze™ nodes.
- D. It displays the need to repair the replication service from System Manager to the Avaya Breeze™ nodes.

Correct Answer: A

QUESTION 3

Which VDN is required in Communication Manager for initiating an adjunct route to transfer calls coming from Avaya Experience Portal to Avaya Oceana?

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

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101045020>

QUESTION 4

Consider the message:

```
2018-01-31 08:51:07, 795 [pool-241-thread-1] SMSVendorSnapin INFO - SMSVendorSnapin3.4.0.0.80601 ?Response
is {`accounts": [{"messageService": "SMS",
"name": "smsdemo", "url": "www.test.com", "apiId": "1", "apiPassword": "", "external": "", "extra1": "", "extra2": "", "capabilities":
[{"type": "TEXT", "maxLength": 160}], "identities": [{"identifier": "01715123456"}]}}
```

Which component and log file contains log messages of this kind?

- A. ORCRestService PU Log file
- B. CustomerControllerService PU Logs file
- C. SMSVendorSnapin Service Log file
- D. MessagingService Service Log file

Correct Answer: C

QUESTION 5

Which two log files are used to troubleshoot CSC-AES connection problems? (Choose two.)

- A. /var/log/Avaya/dcm/pu/CallServerConnector
- B. /var/log/Avaya/services/CallServerConnector
- C. /var/log/Avaya/dcm/pu/AgentControllerService
- D. /var/log/Avaya/services/CustomerControllerService

Correct Answer: AC

QUESTION 6

An Avaya Oceana® administrator wants to add a new Avaya Oceana® agent. Prior to adding, the administrator logs in to the Communication Manager and finds that the new agent ID is already present in the "list agent-loginID" output.

Which action can be performed by the administrator to successfully add the new agent to Avaya Oceana?

- A. Over-write the Agent ID using Avaya Control Manager while adding the Avaya Oceana® user.
- B. Remove the Agent ID from Communication Manager.
- C. Add the new Avaya Oceana® agent using Control Manager.
- D. No action; the Agent ID is not required while adding an Avaya Oceana® user in the Control Manager.

Correct Answer: C

QUESTION 7

When a customer leverages Avaya Aura® Experience Portal as their self-service application, during the first leg of voice call processing, which component from the Avaya Aura® stack contacts ContextStore to create a Context ID for the new Voice Interaction?

- A. Avaya Aura® Experience Portal IVR Application
- B. Avaya Aura® Session Manager
- C. Avaya Aura® Application Enablement Services
- D. Avaya Aura® Communication Manager

Correct Answer: A

QUESTION 8

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

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

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101045183>

QUESTION 9

Consider the log messages from ContactCenterService PU log file ucm-affadapter-pu-1.log:

2018-02-21 11:21:21, 549 [Pool-pool-4-thread-1] INFO AsyncHttpClient

[adapter-pu-1] [M:sendEvent][T:] .Sent request to

[http://135.122.104.77:80/services/EventingConnector/events?affinity=135.122.104.77] with header

attributes [{family=OmniCenter, type=CONTACT_ENDED, metadata-ucid=Eke6-qw3S2K-NyAKSJny6A,

version=1.0)],body [RouteContactEvent [,

id=UGZQRVhJNHhTaG1ycXQyQThFN2VJdw==,ip=135.122.104.77,

wr=PfPEXI4xShmrqt2A8E7elw,c=Eke6-qw3S2K-NyAKSJny6A,p=OCP ShortMessageService,

ch=ShortMessageService, rrlId=f785b56c-364f-4acf- 9620b723a6ca43c6,routAddr=,wfType=ROUTE_CONTACT_SMS, reason=DEFAULT]]

What is the Work Request ID in the log message?

- A. UGZQRVhJNHhTaG1ycXQyQThFN2VJdw
- B. f785b56c-364f-4acf-9620-b723a6ca43c6
- C. PfPEXI4zShmrqt2A8E7elw
- D. Eke6-qw3S2K-NyAKSJny6A

Correct Answer: A

QUESTION 10

Under the Avaya Aura® Experience Portal Oceana Sample Application variable configuration settings, what is the significance of the backup SIP address in case of a failure in Avaya Oceana?

- A. It can be set to a Default VDN number to be used when Avaya Oceana® is unavailable.
- B. It can be set to a Routing VDN number.
- C. It can be set to a RONA VDN number.
- D. It can be set to an alternative Ingress VDN number when the standard Ingress VDN is unavailable.

Correct Answer: A

QUESTION 11

When a customer wants to perform a backup of the Avaya Oceana® solution, which three actions must they take? (Choose three.)

- A. Backup Avaya Control Manager DB
- B. Backup Omnichannel Cache DB
- C. Backup Avaya Aura® Session Manager
- D. Backup UCASStoreService
- E. Backup Cluster#1 Snap-in\\'s SVAR files

Correct Answer: ABD

QUESTION 12

In addition to a description of the problem, which two types of logs are required when escalating a problem to Avaya Support? (Choose two.)

- A. Provider Logs
- B. Agent Browser logs
- C. System Logs
- D. Service Logs
- E. PU Logs

Correct Answer: CD

Reference: https://support.avaya.com/public/index?page=content&id=PRCS100277&group=UG_PUBLIC

QUESTION 13

A customer is troubleshooting the integration between AES and Avaya Oceana Call Server Connector.

During the integration the customer finds the following message while checking the AES DMCC log files:

```
Cd /var/log/avaya/aes/dmcc-trace.log hr-oceana1-aes DmccMain[24600] -06:00 2017 275 1 com.avaya/
aes | :StartApplicationSTE: com.avaya.sessionsvc.SessionServicesImp1 WARNING -Authentication failed:
clientID=XML Encrypted:

192.168.1.100:25067, user=csc
```

After reviewing the error message, which action will fix the customer's problem?

- A. Match the correct CSC user password in AES and CSC service
- B. Reboot the AES server and re-deploy CSC service
- C. Redeploy CSC Service and reboot Oceana Cluster1
- D. Change the CSC user password in AES server and reboot AES

Correct Answer: A

QUESTION 14

A customer is running an Avaya Oceana® solution and a technical engineer is troubleshooting an operational issue. Many components are logging errors showing that they cannot connect to Unified Collaboration Module (UCM).

Which three actions will help to verify the current deployed state of UCM in the solution? (Choose three.)

- A. Run `deploy-service -lv` on the Breeze™ server
- B. Check the service install status on cluster Administrator page in SMGR
- C. Look at the Oceana Monitor page.
- D. Look at the Event Log in System Manager
- E. Check the status of cluster1 in SMGR.

Correct Answer: BCE

QUESTION 15

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

[Latest 7497X Dumps](#)

[7497X PDF Dumps](#)

[7497X VCE Dumps](#)