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QUESTION 1

While troubleshooting Avaya Aura® Experience Portal through the Experience Portal Management Platform, how can you confirm if the Avaya Oceana® application is working properly?

- A. Edit the Avaya Oceana® application and click on "Verify" to check if you have reached the application successfully.
- B. Check the Port Distribution and confirm if the Experience Portal channels are in-service.
- C. Verify if the Avaya Oceana® application URL is mapped to the correct DNIS or application number.
- D. Check the VOIP connection and verify if the Experience Portal is integrated to the correct Session Manager.

Correct Answer: A

QUESTION 2

Unified Agent Controller (UAC) gets the status of the agent stations and interactions data from which Avaya Oceana® core component?

- A. Unified Collaboration Administration (UCA)
- B. Call Server Connector (CSC)
- C. Unified Collaboration Model (UCM)
- D. Engagement Designer (ED)

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045022>

QUESTION 3

A customer is running an Avaya Oceana® solution and the technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® the engineer finds an issue with the Avaya Oceana Unified Collaboration model and wants to check the UCM log.

Which two log locations contain the logs for the UCM component? (Choose two.)

- A. Services Log Files /var/log/Avaya/service/UCService/ or ContactCenterService/ or OpenUM/
- B. UCSS log file to /var/log/Avaya/services/UCMStoreService/UCMStoreService
- C. CSCService Log Files /var/log/Avaya/services/CSCService/CSCService.log
- D. PU Service log file to /var/log/Avaya/dcm/pu/UCMService/or UCMDDataCollector/ or ontactCenterService/
- E. Services log file to /var/log/Avaya/service/UCMService/ or UCMDDataCollector/ or ContactCenterService/

Correct Answer: AB

QUESTION 4

For deploying the Avaya Oceana® solution, what are the two recommendations for software and secure communications? (Choose two.)

- A. Check compatibility with Avaya Aura® 6.x stack as Avaya Oceana® solution is compatible with Avaya Aura® 6.x.
- B. Install signed certificates for an Avaya Oceana® deployment.
- C. Load signed certificates for an Avaya Oceana® deployment.
- D. Verify the minimum software release and compatibility metrics for Avaya Oceana® with the Avaya Aura® stack.
- E. Check compatibility with Avaya Aura® 5.x stack as Avaya Oceana® solution is only compatible with Avaya Aura® 5.2.1.

Correct Answer: BD

QUESTION 5

If not using Security Assertion Markup Language (SAML) authentication in the deployed solution, which statement regarding the Avaya Oceana Agent/Supervisor Login is correct?

- A. Avaya Oceana Workspaces relies on CM for authentication and authorization
- B. Avaya Oceana Workspaces does not require UAC authorization while logging in
- C. Avaya Oceana Workspaces require LDAP Authentication while logging in
- D. Avaya Oceana Workspaces does not require LDAP Authentication while logging in

Correct Answer: A

QUESTION 6

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 7

Agent Controller receives information from the Omnichannel Resource Controller (ORC).

During the Email Flow processing, to which components does the Agent Controller feed the information?

- A. UAC, Agent Workspaces and Omnichannel
- B. UAC, Email Snap-in and Omnichannel DB
- C. UAC and Omnichannel DB
- D. UCM Spaces, UAC, and Agent Workspaces

Correct Answer: B

QUESTION 8

Which statement about Avaya Oceana® CSC and AES integration is true?

- A. CSC communicates with Communication Manager through the DLG interface in the AES.
- B. CSC is implemented as a DMCC application to manage the messaging between Communication Manager Events and Avaya Oceana® through AES.
- C. CSC is implemented as a TSAPI application to manage the messaging between Communication Manager Events and Avaya Oceana® through AES.
- D. CSC uses AES to control and monitor Session Manager voice calls and resources.

Correct Answer: C

QUESTION 9

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 10

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 11

When troubleshooting issues related to alarms and events raised by Context Store, which log location needs to be checked?

- A. /var/log/Avaya/services/event.log
- B. /var/log/Avaya/ca/event.log
- C. /var/log/Avaya/dcm/event.log
- D. /var/log/Avaya/eventing/activemq.log

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101044889> (112)

QUESTION 12

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an issue with the Avaya

Oceana Agent Workspaces and receive the following log messages:

Log File: wa-wae-pu-*.log

09-20 11:41:29, 855 [wa-engine-thread] INFO WaeEventManager ?[.2.0.0.480_1]

[M:processInboundEvent (ResourceStateEvent)] [T:].

Resource state change for ResourceStateEvent

[triggeringWorkId=00002000521474393284, state=NOT_READY,

nativeResourceID=6006800,sourceId=e_CM_1, channel=Voice, accountId=6006800, workLimit=1,

activeWorkCount=0] successfully processed

What is the current status of the Agent Workspaces?

- A. NOT_READY
- B. READY
- C. BUSY
- D. CONNECTED

Correct Answer: B

QUESTION 13

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 14

Which component receives AES messages with call details; for example, Dialed Number, CLID, UII, and UCID, during the Avaya Oceana® voice call?

- A. Work Assignment
- B. UCM
- C. Context Store

D. CSC

Correct Answer: A

QUESTION 15

A customer used the debug utility in the Chrome browser after launching the chat session, go to More Tools>Developer Tools, and they find the following error message:

WebSocket connection to `ws://192.168.10.50/services/websocket/chat` failed: Error during WebSocket handshake: Unexpected response code: 403

What is the problem indicated by this error message?

- A. The customer Webchat is connected but there is a problem with the Webchat snap-in.
- B. The customer Webchat is unable to connect to Avaya Oceana® Webchat snap-in.
- C. The customer Webchat is rejected by the browser proxy or antivirus installed in the PC.
- D. The customer Webchat is connected but there are no agents available in Avaya Oceana®.

Correct Answer: A

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