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Vendor:Avaya

Exam Code:7497X

Exam Name:Avaya Oceana? Solution Support Exam

Version:Demo

QUESTION 1

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 2

To perform the restore of the Intersystem cache database, which application file must run from the Install directory of the Omnichannel Windows Multimedia Server?

- A. Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe
- B. Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseRestore.exe
- C. Avaya\Oceana\Oceana\BackupAndRestore\Restore.exe
- D. Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelRestore.exe

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045282> (59)

QUESTION 3

To check Context ID in Context Store for the Avaya Aura® Experience Portal record, which two tools can be used to run queries on Context Store? (Choose two.)

- A. Web Browser
- B. CS TOOL
- C. POSTMAN
- D. SERVICE MAP

Correct Answer: AB

QUESTION 4

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 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

A customer is unable to login to Agent Workspaces, and the administrator finds the following error messages in the log files.

```
2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ?AuthorizationService3.4.0.0.340003 - Caught exception while authenticating with data source: HR-LAB javax.naming.CommunicationException: 135.35.67.19:636 [Root exception is java.net.ConnectException: Connection timed out]at com.avaya.zephyr.services.production.AuthorizationService.Idap.LdapDAOClientImpl.handleAuthenticatio nSystemException(LdapDAOClientImpl.java:116)
```

What is causing these error messages?

- A. An LDAP connection issue was caused due to an incorrect LDAP parameter.
- B. The session timed out due to a browser issue.
- C. The Multimedia Cache database is unable to connect.

D. SMGR is not authorizing Agent to login.

Correct Answer: D

QUESTION 7

A customer is running an Avaya Oceana® solution and a technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® it is not delivered to the available agents. During the isolation the engineer finds that the ED Work Flow Instance is not created inside Engagement Designer.

What should be analyzed from Avaya Oceana® to check the incoming calls to Avaya Oceana® from the Avaya Aura® stack?

- A. CallServerConnector
- B. UCM-PU
- C. UCMServices
- D. UCMDataCollector

Correct Answer: D

QUESTION 8

Given the following CSC attribute string:

```
[{"providerId": "uk-oceanaX-cm", "aesIP": "10.147.88.x", "cmName": "CM7"}]
```

What is the significance of CM7 in the CSC communication manager list?

- A. It should match the Communication Manager FQDN.
- B. It should match the Communication Manager host name.
- C. It should match the Communication Manager IP address.
- D. It should match the Switch Connection Name in the AES server.

Correct Answer: D

QUESTION 9

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 10

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 11

Which parameter uniquely identifies a contact while it is being processed in Engagement Designer?

A. Caller ID

B. WorkRequestID

C. ContextID

D. DNIS Number

Correct Answer: C

QUESTION 12

During the Avaya Oceana Email Channel processing, which component sends information to Context Store and UCM?

- A. ORC
- B. Email Manager
- C. Omnichannel Database
- D. Agent Controller

Correct Answer: D