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Question 1

Question Type: MultipleChoice

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

Options:

- 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.

Answer:

B, D

Question 2

Question Type: MultipleChoice

Which statement regarding Engagement Designer (ED) workflows in Avaya Oceana solution is true, if you want to avoid launching both old and new flows during processing?

Options:

- A-** The existing ED workflows should be deleted before deploying new ED workflows for the same channel.
- B-** ED does not allow you to deploy a new call flow when there is an existing call flow for the same channel.
- C-** ED allows you to deploy both old and new ED workflows In the ED without any problems.
- D-** The existing ED workflows should be renamed before deploying new ED workflows for the same channel.

Answer:

A

Question 3

Question Type: MultipleChoice

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?

Options:

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

Answer:

A

Question 4

Question Type: MultipleChoice

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

Options:

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

Answer:

C, D

Question 5

Question Type: MultipleChoice

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

Options:

A- Transfer VDN

B- Routing VDN

C- Ingress VDN

D- RONA VDN

Answer:

C

Question 6

Question Type: MultipleChoice

When a customer launches the Web chat URL for Oceana Contact Center, they observe the error message:

A connection error has occurred Connection closed, chat has ended.

What should be checked in Avaya Oceana to confirm that the webserver and Oceana are integrated properly?

Options:

- A- Check if you get a PING response from Avaya Control Manager Server from Web Server.
- B- Verify If the Web Server Domain Is set to Customer Web server under Omnichannel Administration
- C- Check If there are any Avaya Oceana Agents available with Web Chat Channel In the Contact Center,
- D- Verify If you can launch the Omnichannel Administration Utility successfully.

Answer:

C

Question 7

Question Type: MultipleChoice

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?

Options:

- 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.

Answer:

D

Question 8

Question Type: MultipleChoice

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?

Options:

- 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.

Answer:

C

Question 9

Question Type: MultipleChoice

Which statement about Avaya Oceana CSC and ACS integration is true?

Options:

- 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.

Answer:

C

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