



Free Questions for 7495X by certsdeals

Shared by Norman on 06-06-2022

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Question 1

Question Type: MultipleChoice

Which three Avaya applications are required for Avaya Oceana routed multimedia only deployments? (Choose three.)

Options:

- A- Avaya Aura System Manager (SMGR)
- B- Avaya Aura Communication Manager (CM)
- C- Application Enablement Services (AES)
- D- Avaya Control Manager (ACM)
- E- Avaya Breeze

Answer:

A, B, E

Question 2

Question Type: MultipleChoice

Which three Avaya Oceana common components are required for processing all types of Interactions (voice, email, chat, sms, etc.)?
(Choose three.)

Options:

- A- Omnichannel Controller
- B- Unified Collaboration Model (UCM)
- C- Work Assignment (WA)
- D- Customer Controller
- E- Engagement Designer (ED)

Answer:

B, D, E

Question 3

Question Type: MultipleChoice

While logging In to Agent Workspaces, which two services are used by Avaya Oceana* Workspaces for authentication? (Choose two.)

Options:

- A- Avaya Session Manager Service
- B- Avaya Breeze Authorization Service
- C- Avaya Communication Manager Authentication Service
- D- LDAP Authentication Service

Answer:

A, D

Question 4

Question Type: MultipleChoice

Which statement describes the "coverage to messaging" feature supported In Avaya Oceana 3.57

Options:

- A-** It Is a mailbox that can be associated with the agent, the skill or any other suitable grouping.
- B-** Customers have the option to leave a voice message when a Required Resource does not answer.
- C-** It Is a workflow option to route to the agent's voice mailbox to leave a voice message.
- D-** It Is a shared mailbox that can be associated with a set of agents; I.e., an agent group

Answer:

A

Question 5

Question Type: MultipleChoice

During the implementation of MI Avaya Oceana solution, what are throe signs of successful Integration between Avaya Oceana and Avaya AES? (Choose three.)

Options:

- A-** AES Status and Control shows TSAPI Services Is online and Unknown.
- B-** AES Status and Control shows the switch connection Is online and talking.

- C-** AES Status and Control shows IJMCC Service Sessions are established.
- D-** AES Status and Control shows TSAPI Service Is online and talking.
- E-** AES Status and Control shows CVLAN Service Sessions are established.

Answer:

C, D, E

Question 6

Question Type: MultipleChoice

Which statement describes the function of the Work Assignment Snap-in?

Options:

- A-** It Is on agent selection component based on attribute matching across all channels.
- B-** It Is an engine for tracking and maintaining the end-to-end context of omnichannel Interactions.
- C-** It Is an enterprise workflow model to orchestrate the omnichannel interaction flow.
- D-** It Is a normalized model for all resources and interactions that provides states for resources and interactions.

Answer:

D

Question 7

Question Type: MultipleChoice

What is the maximum number of concurrent active Voice Agents supported by an Avaya Oceana solution?

Options:

A- 3500

B- 2000

C- 4500

D- 4300

Answer:

A

Question 8

Question Type: MultipleChoice

Which two items are required in Avaya Aura for a green Filed implementation of an Avaya Oceana solution?

Options:

- A- Avaya Aura Application Enablement Services with Advanced TSAPI license
- B- Front-End third party IVR or Avaya Aura Experience Portal
- C- Communication Manager with license for Elite Call Center
- D- Avaya Call Management System
- E- Avaya Contact Recorder

Answer:

C, E

Question 9

Question Type: MultipleChoice

Which statement about the Avaya Oceana Base License Is true?

Options:

- A-** Every Breeze Cluster requires One Avaya Oceana Base License.
- B-** One Avaya Oceana Base License Is required per system.
- C-** Avaya Oceana works for a 30-days grace period without a Base License.
- D-** Email and webchat channels do not require Avaya Oceana Base License.

Answer:

B

Question 10

Question Type: MultipleChoice

OCEANA IARGB Is a value that Is applicable for the Avaya Oceana solution deployment that supports up to how many maximum active agents?

Options:

A- 1000

B- 2500

C- 3000

D- 4500

Answer:

D

Question 11

Question Type: MultipleChoice

Which Cluster Is required for configuration of attributes at a central location and distributing them to all the components inside the solution?

Options:

A- Cluster 4 - Co-Browse Cluster

- B-** Cluster 5 - Provisioning Cluster
- C-** Cluster 2 - UAC Cluster
- D-** Cluster 1 - Common Component Cluster

Answer:

A

Question 12

Question Type: MultipleChoice

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

Options:

- A-** Avaya Breeze"
- B-** Avaya Control Manager
- C-** Avaya Aura Session Manager
- D-** Avaya SDK

Answer:

A

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