Question 1

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:

C

Question 2

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 Manage 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 3

The CSC SSL connection is successful but CSC disconnects after locoing the following line in the

CSC PU logs:

```
18/02 14:50:21.436 [CstaProv] DEBUG avaya.khepri.dmcc.CstaProvider -
onSetPrivilegesNegResponse() UNKNOWN_APPLICATION
```

What is causing this problem?

Options:

A) The AES is not equipped with a correct AES license.

B) The AES CTI CSC user and password are Incorrect.

C) Avaya Oceana is not equipped with an Oceana Base license.

D) The AES Switch Link Is down to Communication Manager.

Answer:

B

Question 4

Consider the log messages from Contact Center Service 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=PfPEXI4xShmrqt2A8E7eIw,c=Eke6-
qw3S2K-NyAKSJny6A,p=OCP ShortMessageService,ch=ShortMessageService,rrId=f785b56c-364f-
4acf-9620-b723a6ca43c6,routAddr=,wfType=ROUTE_CONTACT_SMS,reason=DEFAULT]]
```

What is the Work Request ID in the log message?

Options:

A) UGZQRVhJNHhTaGlycXQYQThFN2VJdw

B) f785b56c-364f-4acf-9620-b723a6ca43c6

C) PfPex14xShrmrqt2A8E7eIw

D) Eke6 qw3S2K-NyAKSJny6A

Answer:

A

Question 5

Consider the log messages:

'RequestId':'SWQtNzA2d2pSRm03ZGtfQUtzUFFtdw==_','RouteRequestId':'0830cf65-1aaf-48a3-8a2f-44850be19f82','WorkflowType':'ROUTE_CONTACT_SMS','SourceName':'OCP ShortMessageService','CallbackIp':'135.122.106.229','ContactId':'MElNsN-4QI6isb73Z~mPyA','ChannelType':'ShortMessageService','Reason':'400 Bad Request. Space could not be resolved ','WorkRequestId':'Id-706wjRFm7dk_AKsPQmw'){

Which provider type is being handled in these log messages?

Options:

A) OCP Chat Provider

B) OCP Social Provider

C) OCP Email Provider

D) OCP SMS Provider

Answer:

D

Question 6

Consider the log message:

```
2018-01-31 08:51:07,795 [pool-241-thread-1] SMSVendorSnapin INFO - SMSVendorSnapin-3.4.0.0.80601 - Response is {"accounts":
[{"messageService":"SMS","name":"smsdemo","url":"www.test.com","apiId":"1","apiPassword":"","extra1":"","extra2":"","capabiliti
[{"type":"TEXT","maximumLength":160}],"identities":[{"identifier":"01715123456"}]}]}
```

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

Options:

A) ORCRestService PU Log file

B) CustomerControllerService PU Logs file

C) SMSVendotSnapin Service Log file

D) MessagingSetvice Service Log file

Answer:

A