



**Free Questions for 7498X by certsinside**

**Shared by Ayers on 15-04-2024**

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## Question 1

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**Question Type:** MultipleChoice

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Regarding Avaya Analytics 3.5, where is the ODI component installed?

### Options:

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- A- DB Server
- B- A dedicated server for ODI
- C- SS Server
- D- OBI Server

### Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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During the install process, you need to edit the parameters.conf file for the Oracle patches to be installed.

Which new parameter is added in the parameters.conf file for the server installation?

**Options:**

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- A- [COMPONENT\_NAME]\_PATCH\_NAME
- B- ORACLE\_DB\_INVENTORY\_LOCATION
- C- [COMPONENT\_NAME]\_ORACLE\_DB\_BASE
- D- [COMPONENT\_NAME]\_PATCH\_FILE\_NAME

**Answer:**

---

B

## Question 3

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**Question Type:** MultipleChoice

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Which task is performed after deploying the Avaya Analytics for Oceana Oracle Database?

**Options:**

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- A- Deploying Avaya Analytics for ODI
- B- Deploying Avaya Analytics for OSA
- C- Deploying Avaya Analytics for OBI and ODI
- D- Deploying Avaya Analytics for BAM

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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Once the Oracle Patch installation is complete, you can verify that the patches are installed by navigating to the Middleware/Oracle\_Home/OPatch folder, and running which command?

**Options:**

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- A- ./patch lsinventory

**B-** /opatch lsinventory.

**C-** ./opatch lsinventory

**D-** ./opatch inventory

**Answer:**

---

C

## Question 5

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**Question Type:** MultipleChoice

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Refer to the exhibit.

Agent Configuration				
Agent ID	Agent Name	Login ID	Supervisor ID	Supervisor
agent40013@avaya.com	Agent40013 ChatV	agent40013@avaya.com	agent40025@avaya.com	demo superv
agent40014@avaya.com	Agent40014 Voice	agent40014@avaya.com	agent40025@avaya.com	demo superv
agent40020@avaya.com	Demo Agent40020	agent40020@avaya.com	agent40025@avaya.com	demo superv

Based on the information shown in the exhibit, which two report types are applicable for this template? (Choose two.)

**Options:**

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- A- Dashboard Report
- B- Custom Report
- C- Historical Report
- D- Real-time Report

**Answer:**

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C, D

## Question 6

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**Question Type:** MultipleChoice

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Which historical report can be used to display the performance and productivity of an agent by Channels for the current interval?

**Options:**

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- A- Account by Agent
- B- Agent Performance Summary
- C- Agent Compare
- D- Agent by Routing Service

**Answer:**

---

B

## Question 7

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**Question Type:** MultipleChoice

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What is the significance of the Offered Measure field in the Account by Agent report?

### Options:

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- A-** It is a count of interactions attended by the agent including the interactions that were transferred with the reporting period by channel.
- B-** It is a count of interactions answered by the agent that were transferred within the reporting period by channel.
- C-** It is a count of interactions directed to the agent within the reporting period by channel.
- D-** It is the amount of time the agent spent working interactions within the reporting period by channel.

### Answer:

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C



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