



Free Questions for 7497X by certsdeals

Shared by Ashley on 29-01-2024

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Question 1

Question Type: MultipleChoice

Which statement describes the function of the Unified Collaboration Model (UCM)?

Options:

- A- It is an 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 Omni-channel interactions.
- C- It is an enterprise workflow model to orchestrate the omni-channel Interaction flow.
- D- It is a normalized model for all resources and Interactions that provides states for resources and interactions.

Answer:

D

Question 2

Question Type: MultipleChoice

Which statement describes the function of the Context Store Snap-in?

Options:

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

Answer:

C

Question 3

Question Type: MultipleChoice

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?

Options:

A- CallServerConnector

B- UCM-PU

C- UCMServices

D- UCMDataCollector

Answer:

D

Question 4

Question Type: MultipleChoice

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

Options:

- A- It is a normalized model for all Avaya Oceana resources.
- B- It is responsible for interaction routing.
- C- It helps Avaya Oceana customer* build their business logic.
- D- It provides contextual information.

Answer:

B

Question 5

Question Type: MultipleChoice

When a call is transferred from Avaya Aura Experience Portal to Communication Manager Ingress VDN, what information is passed inside the UUI header? (Choose two.)

Options:

- A- Context ID
- B- Call 10

C- UCID

D- Call Ref ID

E- Session ID

Answer:

A, E

Question 6

Question Type: MultipleChoice

Which component is responsible for integrating Avaya Oceana Workspaces with Avaya Oceana core components?

Options:

A- Unified Collaboration Administration (UCA)

B- Call Server Connector (CSC)

C- Unified Agent Controller (UAC)

D- Unified Collaboration Model (UCM)

Answer:

C

Question 7

Question Type: MultipleChoice

When troubleshooting issues related to alarms and events raised by Context Store, which log location needs to be checked?

Options:

A- /vat/log/Avaya/services/event.log

B- /var/log/Avaya/cs/evenUog

C- /var/log/Avaya/dcm/event.log

D- /var/log/Avaya/eventing/attivemq.log

Answer:

A

Question 8

Question Type: MultipleChoice

From where can you change the log-level for Avaya Oceana snap-in components?

Options:

- A- Omni channel Data store
- B- System Manager
- C- Avaya Control Manager
- D- Breeze Node CLI

Answer:

D

Question 9

Question Type: MultipleChoice

If the information (Agent, Supervisor, and Attributes Etc.) is put into Avaya Control Manager, but is actually in Oceana, which Oceana Component REST interface belongs to the Avaya Oceana component?

Options:

- A- UCA REST
- B- UAC REST
- C- UCM REST
- D- CC REST

Answer:

A

Question 10

Question Type: MultipleChoice

You have successfully deployed the Avaya Oceana solution.

Which two verification steps will confirm that the voice interactions can be delivered to Avaya Oceana agents? (Choose two.)

Options:

- A- The Avaya Oceana administrators are in READY state for voice channel.
- B- The AES and CSC connections are established.
- C- The Avaya Oceana agents are in READY state for the email channel.
- D- The Avaya Oceana agents are in READY state for the voice channel.

Answer:

B, D

Question 11

Question Type: MultipleChoice

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an issue with the Avaya Oceana Agent Workspaces and receive the following log messages:

Log File: wa-wae-pu-*.log

```
09-20 11:41:29, 855 [wa-engine-thread ] INFO WaeEventManager -- [.2.0.0.480_1]
```

[M:processInboundEvent (ResourceStateEvent)] [T:].

Resource state change for ResourceStateEvent

[triggeringWorkId=00002000521474393284, state=NOT_READY, nativeResourceID=6006800,sourceId=e_CM_1, channel=Voice, accountId=6006800, workLimit=1, activeWorkCount=0] successfully processed

What is the current status of the Agent Workspaces?

Options:

A- NOT_READY

B- READY

C- BUSY

D- CONNECTED

Answer:

B

Question 12

Question Type: MultipleChoice

When a customer leverages Avaya Aura Experience Portal as their self-service application, during the first leg of voice call processing, which component from the Avaya Aura stack contacts Context Store to create a Context ID for the new Voice Interaction?

Options:

- A- Avaya Aura Experience Portal IVR Application
- B- Avaya Aura Session Manager
- C- Avaya Aura Application Enablement Services
- D- Avaya Aura Communication Manager

Answer:

A

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