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Question 1

Question Type: MultipleChoice

To check Context ID in Context Store for the Avaya Aura Experience Portal record, which two tools can be used to run queries on Context Store? (Choose two.)

Options:

- A- Web Browser
- B- CS TOOL
- C- POSTMAN
- D- SERVICE MAP

Answer:

A, B

Question 2

Question Type: MultipleChoice

Under the Avaya Aura Experience Portal Oceana Sample Application variable configuration settings, what is the significance of the backup SIP address in case of a failure in Avaya Oceana?

Options:

- A-** It can be set to a Default VDN number to be used when Avaya Oceana is unavailable.
- B-** It can be set to a Routing VDN number.
- C-** It can be set to a RONA VDN number.
- D-** It can be set to an alternative Ingress VDN number when the standard Ingress VDN is unavailable.

Answer:

A

Question 3

Question Type: MultipleChoice

While troubleshooting Avaya Aura Experience Portal through the Experience Portal Management Platform, how can you confirm if the Avaya Oceana application is working properly?

Options:

- A-** Edit the Avaya Oceana application and click on 'Verify' to check if you have reached the application successfully.
- B-** Check the Port Distribution and confirm if the Experience Portal channels are In-service.
- C-** Verify if the Avaya Oceana application URL is mapped to the correct DNIS or application number.
- D-** Check the VOIP connection and verify if the Experience Portal Is integrated to the correct Session Manager,

Answer:

A

Question 4

Question Type: MultipleChoice

For providing a treatment similar to an Experience Portal, which VON is required in Communication Manager?

Options:

- A-** Transfer VDN

B- Ingress VDN

C- Self Service VDN ,

D- Routing VDN

Answer:

D

Question 5

Question Type: MultipleChoice

The AES to CSL SSL connection is successful but CSC disconnects after logging the following line on 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:

A

Question 6

Question Type: MultipleChoice

Consider the log messages from ContactCenterService 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=PfPEXI4xShmrqt2A8E7elw,c=Eke6-qw3S2K-NyAKSJny6A,p=OCP ShortMessageService, ch=ShortMessageService, rrlId=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- PfPex14xShrmrqt2A8E7elw
- D- Eke6 qw3S2K-NyAKSJny6A

Answer:

A

Question 7

Question Type: MultipleChoice

After it has completed the processing of Engagement Designer (ED) workflow for SMS Interaction, which two components does ED respond back to? (Choose two.)

Options:

- A- Work Assignment
- B- Messaging Service
- C- Unified Collaboration Model
- D- ORC Rest Service
- E- Context Store

Answer:

A, B

Question 8

Question Type: MultipleChoice

During the Avaya Oceana Email Channel processing, which component sends Information to Context Store and UCM?

Options:

- A- ORC
- B- Email Manager
- C- Omni channel Database
- D- Agent Controller

Answer:

D

Question 9

Question Type: MultipleChoice

During the Avaya Oceana Email Channel Interaction processing, which component is responsible for creating the contact ORC component?

Options:

- A- UCM Spaces
- B- Email Service

C- Omni channel Database

D- Agent Controller

Answer:

B

Question 10

Question Type: MultipleChoice

Which three parameters are associated to a work request inside the Avaya Oceana solution? (Choose three.)

Options:

A- Customer ID

B- Work Request Id

C- Agent ID

D- Attributes

E- Work flow Type

Answer:

C, D, E

Question 11

Question Type: MultipleChoice

Which two statements describe what the Engagement Designer (ED) does while it is processing an Incoming Interaction from a chat contact? (Choose two.)

Options:

- A- ED sends a resource request to CS with chat attributes for a suitable agent.
- B- ED sends a 'create new contact' request to OCP snap-in.
- C- ED workflow requests chat attributes for the Context Id from C Store.
- D- ED sends a resource request to WA and invites the agent to a chat room.
- E- ED sends a resource request to WA with chat attributes for a suitable agent.

Answer:

B, D

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