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QUESTION 1

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

A. Avaya BreezeTM

B. Avaya Control Manager

C. Avaya Aura® Session Manager

D. Avaya SDK

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101053617 (5)

QUESTION 2

Which two snap-ins are responsible for collecting Oceana® data and providing it to the ReliableEventing Framework? (Choose two.)

A. OmniCenter ProvisioningCollector

B. UCMDataCollector

C. AgentControllerService

D. UCMService

E. Authorization Service

Correct Answer: CD

QUESTION 3

Which statement describes the Avaya Control Manager Application Server function?

A. It provides the database that stores the Control Manager System configuration.

B. It performs the business logic between the end user interface and the database.

C. It is responsible for provisioning components from Control Manager with the Different Avaya applications.

D. It provides a set of web services that developer\\'s use for integrating the Control Manager.

Correct Answer: B

Reference: https://downloads.avaya.com/css/P8/documents/101045636 (11)

QUESTION 4

OCEANA_LARGE is a value that is applicable for the Avaya Oceana® solution deployment that supports up to how many maximum active agents?

A. 1000

B. 2500

C. 3000

D. 4500

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101045020

QUESTION 5

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

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 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.

Correct Answer: A

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