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QUESTION 1

After a new webchat session is initiated by the customer, what is the next step the customer controller snap-in performs to create a new contact inside Avaya Oceana?

A. The customer Controller Snap-in sends the "create new contact request" to OCP Snap-in.

B. The customer Controller Snap-in sends the "create new contact request" to WA Snap-in.

C. The customer Controller Snap-in sends the "create new contact request" to UCA Snap-in.

D. The customer Controller Snap-in sends the "create new contact request" to UCM Snap-in.

Correct Answer: B

QUESTION 2

Through which Avaya Oceana® component does Unified Agent Controller (UAC) consume agent configuration information?

A. Context Store (CS)

B. Call Server Connector (CSC)

C. Unified Collaboration Administration (UCA)

D. Unified Collaboration Model (UCM)

Correct Answer: C

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

Which three tasks are required for the deployment and routing of email in Avaya Oceana? (Choose three.)

A. Deploy ED Chat Flow

B. Configure email servers

C. Deploy ED Email Flow

D. Deploy the email service snap-in.

E. Provide agent with third party email inbox.

Correct Answer: BCD

QUESTION 5

AVA is required for providing which two integrations for Avaya Oceana® 3.5 solution? (Choose two.)

A. Avaya Chatbot

B. Avaya Mobile Video

C. Webchat

D. SMS

E. Social Media

Correct Answer: AC

Reference: https://downloads.avaya.com/css/P8/documents/101054790

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