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QUESTION 1

For an Avaya Oceana® interaction that is being routed through a Self Service (Elite IVR) application on Communication Manager, which state is true?

A. WorkRequestID=RouteRequestID=ContactID

B. WorkRequestID=ContextStoreID=UCID=ContactID

C. WorkRequestID=Customer=UCID=ContactID

D. WorkRequestID=ContextStoreID and ConatactID=UCID

Correct Answer: B

QUESTION 2

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=PfPEXI4xShmrqt2A8E7eIw,c=Eke6-qw3S2K-NyAKSJny6A,p=OCP ShortMessageService,

ch=ShortMessageService, rrId=f785b56c-364f-4acf- 9620b723a6ca43c6,routAddr=,wfType=ROUTE_CONTACT_SMS, reason=DEFAULT]]

What is the Work Request ID in the log message?

A. UGZQRVhJNHhTaG1ycXQyQThFN2VJdw

B. f785b56c-364f-4acf-9620-b723a6ca43c6

C. PfPEXI4zShmrqt2A8E7eIw

D. Eke6-qw3S2K-NyAKSJny6A

Correct Answer: A

QUESTION 3

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

A. Each cluster

B. Common Component cluster

C. UAC cluster

D. OCP cluster

Correct Answer: C

QUESTION 4

A customer wants to take a backup of their email, Webchat and SMS interactions. Which Avaya Oceana® component must be backed up?

A. UCMDataCollector Database Backup

B. Omnistore DB Database Backup

C. UCAStoreService Database Backup

D. Omnistore DB Controller Data Store

Correct Answer: C

QUESTION 5

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 ContextStore to create a Context ID for the new Voice Interaction?

A. Avaya Aura® Experience Portal IVR Application

B. Avaya Aura® Session Manager

C. Avaya Aura® Application Enablement Services

D. Avaya Aura® Communication Manager

Correct Answer: A

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