



7497X^{Q&As}

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**QUESTION 1**

When a customer wants to perform a backup of the Avaya Oceana® solution, which three actions must they take? (Choose three.)

- A. Backup Avaya Control Manager DB
- B. Backup Omnichannel Cache DB
- C. Backup Avaya Aura® Session Manager
- D. Backup UCASStoreService
- E. Backup Cluster#1 Snap-in\\'s SVAR files

Correct Answer: ABD

QUESTION 2

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.)

- A. Context ID
- B. Call ID
- C. UCID
- D. Call Ref ID
- E. Session ID

Correct Answer: AE

QUESTION 3

When a customer launches the Webchat URL for Oceana Contact Center, they observe the error message:

A connection error has occurred Connection close, chat has ended.

What should be checked in Avaya Oceana® to confirm that the webserver and Oceana are integrated properly?

- A. Check if you get a PING response from Avaya Control Manager Server from Web Server.



- B. Verify if the Web Server Domain is set to Customer Webserver under Omnichannel Administration.
- C. Check if there are any Avaya Oceana Agents available with Web-Chat Channel in the Contact Center.
- D. Verify if you can launch the Omnichannel Administration Utility successfully.

Correct Answer: C

QUESTION 4

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

- 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.

Correct Answer: A

QUESTION 5

Consider the log messages:

```
`RequestId\':\`SWQtNzA2d2pSRm03zGtfQUtzUFFtdw==_\`,\`RouteRequestId\':\`0830cf65-1aaf-48a3-8a2f44850be19f82\`,\`WorkflowType\':\`ROUTE_CONTACT_SMS\`,\`SourceName\':\`OCP ShortMessageService\`,\`CallbackIp\':\`135.122.106.229\`,\`ContactId\':\`ME1NsN4Ql6isb73z~mPyA\`,\`ChannelType\':\`ShortMessageService\`,\`Reason\':\`400 Bad Request. Space could not be resolved \`,\`WorkRequestId\':\`Id- 706wjRFm7dk_AKsPQmw\`}]
```

Which provider type is being handled in these log messages?

- A. OCP Chat Provider
- B. OCP Social Provider
- C. OCP Email Provider
- D. OCP SMS Provider

Correct Answer: D
