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QUESTION 1

A customer is running an Avaya Oceana® solution and a technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® it is not delivered to the available agents. During the isolation the engineer finds that the ED Work Flow Instance is not created inside Engagement Designer.

What should be analyzed from Avaya Oceana® to check the incoming calls to Avaya Oceana® from the Avaya Aura® stack?

A. CallServerConnector

B. UCM-PU

C. UCMServices

D. UCMDataCollector

Correct Answer: D

QUESTION 2

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 3

A customer used the debug utility in the Chrome browser after launching the chat session, go to More Tools>Developer Tools, and they find the following error message:

WebSocket connection to `ws://192.168.10.50/services/websocket/chat\\' failed: Error during WebSocket handshake: Unexpected response code: 403

What is the problem indicated by this error message?

A. The customer Webchat is connected but these is a problem with the Webchat snap-in.

B. The customer Webchat is unable to connect to Avaya Oceana® Webchat snap-in.

C. The customer Webchat is rejected by the browser proxy or antivirus installed in the PC.

D. The customer Webchat is connected but there are no agents available in Avaya Oceana®.

Correct Answer: A

QUESTION 4

When troubleshooting issues related to alarms and events raised by Context Store, which log location needs to be checked?

A. /var/log/Avaya/services/event.log

B. /var/log/Avaya/ca/event.log

C. /var/log/Avaya/dcm/event.log

D. /var/log/Avaya/eventing/activemq.log

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101044889 (112)

QUESTION 5

Which two steps must be completed before restoring the backup of the Avaya Oceana® solution? (Choose two.)

A. Uninstall the UCAStoreService, no need to restart the nodes of the Avaya Oceana Cluster 1 to delete the UCAStoreSpace.

B. Uninstall UCAStoreService, then restart the nodes of the Avaya Oceana Cluster 1 to delete the UCAStoreSpace.

C. Ensure that the UCAStoreService is installed on the Avaya Oceana Cluster1.

D. Ensure that the UCAStoreService is not installed on the Avaya Oceana Cluster1.

Correct Answer: BD

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