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QUESTION 1

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 2

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 3

To take a backup of the Intersystem cache database, which application file must run from the Install directory of Omnichannel Windows Multimedia Server?

A. \Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe

B. \Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelBackup.exe

C. \Avaya\Oceana\Oceana\BackupAndRestore\Backup.exe

D. \Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseBkp.exe

Correct Answer: A

QUESTION 4

If not using Security Assertion Markup Language (SAML) authentication in the deployed solution, which statement regarding the Avaya Oceana Agent/Supervisor Login is correct?

A. Avaya Oceana Workspaces relies on CM for authentication and authorization

B. Avaya Oceana Workspaces does not require UAC authorization while logging in

C. Avaya Oceana Workspaces require LDAP Authentication while logging in

D. Avaya Oceana Workspaces does not require LDAP Authentication while logging in

Correct Answer: A

QUESTION 5

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