# 7498X<sup>Q&As</sup>

Avaya Oceanalytics - Insights Integration and Support Exam

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#### **QUESTION 1**

Once the Oracle Patch installation is complete, you can verify that the patches are installed by navigating to the Middleware/Oracle\_Home/OPatch folder, and running which command?

- A. ./patch Isinventory
- B. /opatch Isinventory.
- C. ./opatch Isinventory
- D. ./opatch inventory

Correct Answer: C

Reference: https://docs.oracle.com/middleware/12211/lcm/OPATC/GUID-56D6728D-5EDC-482B-B2E4DDB20A64FA32.htm#OPATC110

#### **QUESTION 2**

Which three measures are provided by the Supervisor Activity report? (Choose three.)

- A. Coaching
- B. Transferred Accepted
- C. Consults Accepted
- D. Channel Name
- E. Transfer to Agent

Correct Answer: ACE

Reference: https://downloads.avaya.com/css/P8/documents/101037403 (71)

#### **QUESTION 3**

A customer is troubleshooting an issue with the SS server. They find that the SS Admin server is not responding, and they want to stop the SS admin server.

Which script and directory contains the required information to stop the SS Admin server?

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A. Script =>./stopWebLogic.sh Directory => /home/oracle/WLS\_HOME /user\_projects/domains/base\_domain/bin/

B. Script =>./stopWebLogic.sh Directory

=> /home/oracle/Oracle/Middleware/Oracle\_Home /user\_projects/domains/base\_domain/wls/bin/

C.

Script =>./stopAdmin.sh Directory => home/oracle/WLS\_HOME/Middleware /user\_projects/domains/bam\_domain/bin/

A. B. C.

D.

Script =>./stopWebLogic.sh Directory => /home/oracle/Oracle/WLS\_HOME /Oracle\_Home /user\_projects/domains/bin/

Correct Answer: C

#### **QUESTION 4**

What is the significance of the Channel Measure field in the Account by Agent report?

A. It is a count of interactions attended by the agent, including the interactions that were transferred with the reporting period by channel.

- B. It is the amount of time the agent spends working interactions within the reporting period by channel.
- C. It is used to determine the number of channels that the agent supported while supporting an account.
- D. It is a count of interactions directed to the agent within the reporting period by channel.

Correct Answer: C

Reference: https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports\_r34/page/Account\_by\_Agent.html

#### **QUESTION 5**

What is the significance of the Offered Measure field in the Account by Agent report?

A. It is a count of interactions attended by the agent including the interactions that were transferred with the reporting period by channel.

- B. It is a count of interactions answered by the agent that were transferred within the reporting period by channel.
- C. It is a count of interactions directed to the agent within the reporting period by channel.



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D. It is the amount of time the agent spent working interactions within the reporting period by channel.

Correct Answer: C

Reference: https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports\_r34/page/Account\_by\_Agent.html

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