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Avaya Oceana Solution Integration Exam

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QUESTION 1

Which component exposes the APIs that allow other Avaya Oceana® components to obtain notifications about all the Avaya Oceana® agents and work states in the system?

- A. Unified Agent Controller (UAC)
- B. Unified Collaboration Administration (UCA)
- C. Call Server Connector (CSC)
- D. Unified Collaboration Model (UCM)

Correct Answer: D

Reference: <https://slideplayer.com/slide/12076065/>

QUESTION 2

Which Control Manager Application is used to synchronize the information from Communication Manager to the Control Manager database?

- A. ACCCM Synchronizer
- B. ACCCM Connectivity Tool
- C. ACCCM CM Synchronize
- D. ACCCM ACM to CM Tool

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045640>

QUESTION 3

For the implementation of an Avaya mobile Video solution, which two additional components are required? (Choose two.)

- A. Avaya Aura® Web Gateway
- B. Avaya Mobile Video Gateway
- C. Avaya Aura® Media Server
- D. Equinox Management Server
- E. Avaya Aura® Session Manager

Correct Answer: CE



QUESTION 4

What is the maximum number of concurrent active Voice Agents supported by an Avaya Oceana® solution?

- A. 3500
- B. 2000
- C. 4500
- D. 4300

Correct Answer: A

QUESTION 5

Which three tasks are required for the deployment and routing of email in Avaya Oceana? (Choose three.)

- A. Deploy ED Chat Flow
- B. Configure email servers
- C. Deploy ED Email Flow
- D. Deploy the email service snap-in.
- E. Provide agent with third party email inbox.

Correct Answer: BCD

QUESTION 6

After a new webchat session is initiated by the customer, what is the next step the customer controller snap-in performs to create a new contact inside Avaya Oceana?

- A. The customer Controller Snap-in sends the "create new contact request" to OCP Snap-in.
- B. The customer Controller Snap-in sends the "create new contact request" to WA Snap-in.
- C. The customer Controller Snap-in sends the "create new contact request" to UCA Snap-in.
- D. The customer Controller Snap-in sends the "create new contact request" to UCM Snap-in.

Correct Answer: B

**QUESTION 7**

Which two snap-ins are responsible for collecting Oceana® data and providing it to the ReliableEventing Framework? (Choose two.)

- A. OmniCenter ProvisioningCollector
- B. UCMDDataCollector
- C. AgentControllerService
- D. UCMService
- E. Authorization Service

Correct Answer: CD

QUESTION 8

After successfully deploying the Email Workflow in the Engagement Designer, where can the customer confirm if the Email Workflow is installed or not?

- A. In the Avaya Breeze CLI under folder /opt/Avaya
- B. In the SMGR Web Administration under Avaya Breeze Services
- C. In the ED Designer Console under Workflows
- D. In the ED Administration Console under Workflows

Correct Answer: C

QUESTION 9

Which two components are required for an Avaya Oceana® Contact Center Administration for multimedia only deployment? (Choose two.)

- A. Avaya Aura® Session Manager (SM)
- B. Avaya Aura® Application Enablement Services (AES)
- C. Avaya Aura® Communication Manager (CM)
- D. Avaya Control Manager (ACM)
- E. Avaya Aura® System Manager (SMGR)



Correct Answer: CD

QUESTION 10

While integrating Email Channel with an Avaya Oceana® solution, which two configuration items are required? (Choose two.)

- A. Email Route Point
- B. Email Provider
- C. Email Skill
- D. Sender Email Address
- E. Location

Correct Answer: AB

QUESTION 11

Which statement about Unified Agent Controller (UAC) is true?

- A. The UAC consumes agent configuration information via CSC component.
- B. The UAC application is the client-side component that manages the connections to the individual Oceana agent desktop applications.
- C. The UAC consumes agent configuration information via the UCM component.
- D. The UAC application is the server-side component that manages the connections to the individual Oceana agent desktop/workspaces.

Correct Answer: D

Reference: <https://slideplayer.com/slide/12076065/>

QUESTION 12

Which statement about Avaya Oceana® Engagement Designer (ED) Work Flows is true?

- A. ED Work Flows are not required while Task Bundles are present in the Engagement Designer.
- B. ED Work Flow is mandatory for only Multimedia Interaction Channels (chat, email, SMS, etc.)
- C. ED Work Flow cannot be edited by the Customers/Business Partners as per their Business Logic.



D. ED Work Flow is mandatory for every Interaction Channel (voice, chat, email, SMS, etc.)

Correct Answer: B

QUESTION 13

Which two items are required in Avaya Aura® for a Green Field implementation of an Avaya Oceana® solution? (Choose two.)

- A. Avaya Aura® Application Enablement Services with Advanced TSAPI license
- B. Front-End third party IVR or Avaya Aura® Experience Portal
- C. Communication Manager with license for Elite Call center
- D. Avaya Call Management System
- E. Avaya Contact Recorder

Correct Answer: AC

QUESTION 14

OCEANA_LARGE is a value that is applicable for the Avaya Oceana® solution deployment that supports up to how many maximum active agents?

- A. 1000
- B. 2500
- C. 3000
- D. 4500

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045020>

QUESTION 15

To route contacts based on certain criteria, which two criteria can be applied to the Email Rule group? (Choose two.)

- A. RSS Feeds
- B. Recipient Addresses
- C. Keyword Groups



D. Out Of Hours

E. URL Filtering

Correct Answer: BC

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