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Avaya Oceana? Solution Support Exam

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QUESTION 1

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 2

Which VDN is required in Communication Manager for initiating an adjunct route to transfer calls coming from Avaya Experience Portal to Avaya Oceana?

A. Transfer VDN

B. Routing VDN

C. Ingress VDN

D. RONA VDN

Correct Answer: C

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

QUESTION 3

Consider the log messages from ContactCenterService PU log file ucm-affadapter-pu-1.log:

2018-02-21 11:21:21, 549 [Pool-pool-4-thread-1] INFO AsyncHttpClient

[adapter-pu-1] [M:sendEvent][T:] .Sent request to

[http://135.122.104.77:80/services/EventingConnector/events?affinity=135.122.104.77] with header

attributes [{family=OmniCenter, type=CONTACT_ENDED, metadata-ucid=Eke6-qw3S2K-NyAKSJny6A,

version=1.0)],body [RouteContactEvent [,

id=UGZQRVhJNHhTaG1ycXQyQThFN2VJdw==_,ip=135.122.104.77,

wr=PfPEXI4xShmrqt2A8E7eIw,c=Eke6-qw3S2K-NyAKSJny6A,p=OCP ShortMessageService,

ch=ShortMessageService, rrId=f785b56c-364f-4acf- 9620b723a6ca43c6,routAddr=,wfType=ROUTE_CONTACT_SMS, reason=DEFAULT]]

What is the Work Request ID in the log message?

A. UGZQRVhJNHhTaG1ycXQyQThFN2VJdw

B. f785b56c-364f-4acf-9620-b723a6ca43c6

C. PfPEXI4zShmrqt2A8E7eIw

D. Eke6-qw3S2K-NyAKSJny6A

Correct Answer: A

QUESTION 4

A customer is testing Avaya Oceana Voice Call Flow.

From where can the customer see the Context ID for a particular Active call if the customer does not want to enable "Analyze Oceana Log files"?

A. From SMGR CSC Attribute Information by clicking on Avaya BreezeTM, Configuration and CSServices Attributes

B. From AES DMCC Summary Information by clicking on Status and Control, DMCC Service Status, No. of Associations

C. From ED Admin Console Instances by clicking Active Instance and then click on the Context Store Cluster Block

D. From the ED Admin Console by clicking Voice Work Flows get Context ID from opened information pop up

Correct Answer: D

QUESTION 5

You have successfully deployed the Avaya Oceana® solution.

Which two verification steps will confirm that the voice interactions can be delivered to Avaya Oceana® agents? (Choose two.)

A. The Avaya Oceana® administrators are in READY state for voice channel.

B. The AES and CSC connections are established.

C. The Avaya Oceana® agents are in READY state for the email channel.

D. The Avaya Oceana® agents are in READY state for the voice channel.

Correct Answer: BD

QUESTION 6

Which statement describes the function of the Work Assignment Snap-in?

A. It is a normalized model for all Avaya Oceana® resources.

B. It is responsible for interaction routing.

C. It helps Avaya Oceana® customers build their business logic.

D. It provides contextual information.

Correct Answer: B

QUESTION 7

Which statement regarding UCAStore Backup is correct?

A. UCAStore backup can be taken without entering the backup password.

B. UCAStore backup can be run immediately or scheduled later.

C. UCAStore backup is mandatory for the Avaya Oceana® solution.

D. UCAStore backup can be run immediately and it does not support backup scheduling.

Correct Answer: B

QUESTION 8

If the information (Agent, Supervisor, and Attributes Etc.) is put into Avaya Control Manager, but is actually in Oceana® which Oceana Component REST interface belongs to the Avaya Oceana® component?

A. UCA REST

B. UAC REST

C. UCM REST

D. CC REST

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101041089

QUESTION 9

A customer is unable to login to the Agent Workspaces with Multimedia Channels. Given these log messages:

2018-04-23 07:01:11, 358 [pool-128-thread-1] config.OcpOceanaMonitorWASProduction INFO [M:setOceanaHeartbeatMessage][T:null]. OceanaHeartbeatMessage.MessageText: [GigaSpaces connection OK. Database connection is Broken. ORC Rest service is reachable (http 200). AgentControllerService Alive, Cluster Status ACTIVE] Status: [ERROR] 2018-04-24 07:02:09,853 [pool128-thread-1] serviceability.AgentControllerStatusTask ERROR -[M:agentControllerStatusRunnable] [T:null].error in DB Connection com.avaya.ocp.db.util.PersistenceException: java.sql.SQLException: [Cache JDBC] Communication link failure: Connection refused at com.avaya.ocp.db.util.DbConnFactoryDbcpPool.getDbConnection (DbConnFactoryDbcpPool.java:166)

What is causing these log messages?

A. Multimedia Cache database not reachable

B. The LDAP database is not reachable

C. The EDM database is not reachable

D. The ORC Rest service is not working

Correct Answer: A

QUESTION 10

Unified Agent Controller (UAC) gets the status of the agent stations and interactions data from which Avaya Oceana® core component?

A. Unified Collaboration Administration (UCA)

B. Call Server Connector (CSC)

C. Unified Collaboration Model (UCM)

D. Engagement Designer (ED)

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101045022

QUESTION 11

Which statement correctly describes the Avaya Oceana Monitor?

A. It provides a single location to view the status of Cluster1 components.

B. It provides a single location to view the status of each supported Oceana component.

C. It provides a single location to view the status of the UAC Oceana component.

D. It provides a single location to view the status of the UCM Oceana component.

Correct Answer: D

QUESTION 12

The AES to CSL SSL connection is successful but CSC disconnects after logging the following line on the CSC PU logs:

18/02 14:50:21.436 [CstaProv] DEBUG avaya.khepri.dmcc.CstaProvider - onSetPrivilegesNegResponse() UNKNOWN_APPLICATION

What is causing this problem?

A. The AES is not equipped with a correct AES license

B. The AES CTI CSC user and password are incorrect

C. Avaya Oceana® is not equipped with an Oceana Base license.

D. The AES Switch Link is down to Communication Manager.

Correct Answer: A

Reference: https://documentation.avaya.com/bundle/troubleshootingAvayaOceana_r3.5/page/ Potential_other_reasons_for_CSC_not_connected_to_AES.html

QUESTION 13

Under the Avaya Aura® Experience Portal Oceana Sample Application variable configuration settings, what is the significance of the backup SIP address in case of a failure in Avaya Oceana?

A. It can be set to a Default VDN number to be used when Avaya Oceana® is unavailable.

B. It can be set to a Routing VDN number.

C. It can be set to a RONA VDN number.

D. It can be set to an alternative Ingress VDN number when the standard Ingress VDN is unavailable.

Correct Answer: A

QUESTION 14

A customer is running an Avaya Oceana® solution, and the technical engineer is troubleshooting an operational issue. The customer is using the centralized logging Kibana interface to debug the log files.

Which action can the engineer take to quickly file all the ERROR messages in the log files?

A. Add a custom filter type error, and then add this filter in selection criteria.

B. Set the login level to FINE to see error messages.

C. By default all the errors are high-lighted in Kibana.

D. Under Filters, choose the level, and then select Add Filter Error.

Correct Answer: A

QUESTION 15

A customer is troubleshooting the integration between AES and Avaya Oceana Call Server Connector.

During the integration the customer finds the following message while checking the AES DMCC log files:

Cd /var/log/avaya/aes/dmcc-trace.log hr-oceana1-aes DmccMain[24600] -06:00 2017 275 1 com.avaya/

aes | :StartApplicationSTE: com.avaya.sessionsvc.SessionServicesImp1 WARNING -Authentication failed:

clientID=XML Encrypted:

192.168.1.100:25067, user=csc

After reviewing the error message, which action will fix the customer\\'s problem?

A. Match the correct CSC user password in AES and CSC service

B. Reboot the AES server and re-deploy CSC service

C. Redeploy CSC Service and reboot Oceana Cluster1

D. Change the CSC user password in AES server and reboot AES

Correct Answer: A

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