Jun-2022 Avaya 74970X Actual Questions and Braindumps [Q15-Q38
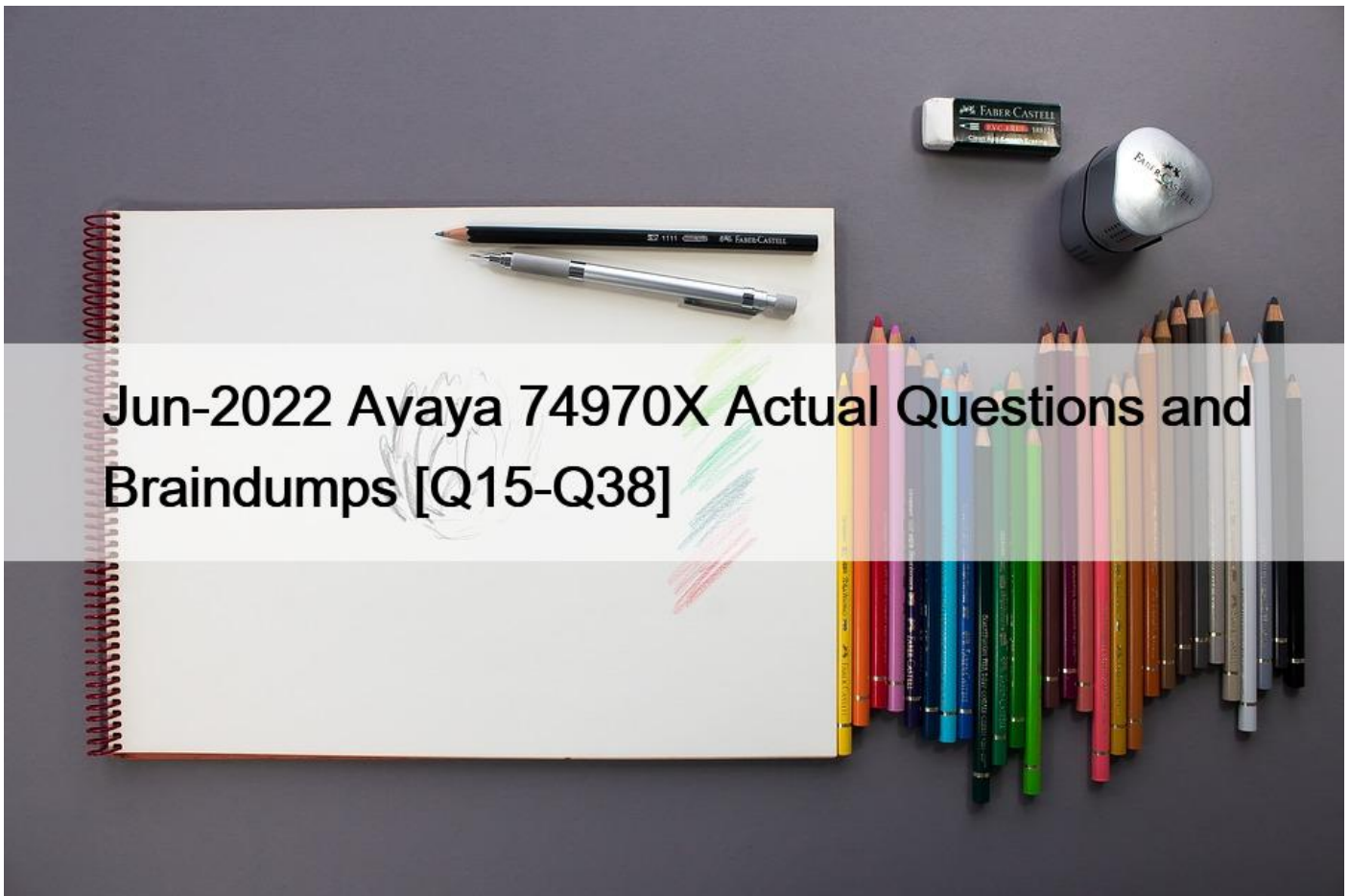

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NO.15 When a customer launches the Web chat URL for Oceana Contact Center, they observer the error message:

A connection error has occurred Connection closed, chat has ended.

What should be checked in Avaya Oceana to confirm that the webserver and Oceana are integrated properly?
* Check if you get a PING response from Avaya Control Manager Server from Web Server.
* Verify If the Web Server Domain Is set to Customer Web server under Omnichannel Administration
* Check If there are any Avaya Oceana Agents available with Web Chat Channel In the Contact Center
* Verify If you can launch the Omnichannel Administration Utility successfully.

NO.16 While troubleshooting Avaya Aura Experience Portal through the Experience Portal Management Platform, how can you confirm if the Avaya Oceana application is working properly?
* Edit the Avaya Oceana application and click on “Verify” to check if you have reached the application successfully.
* Check the Port Distribution and confirm if the Experience Portal channels are In-service.

* Verify if the Avaya Oceana application URL is mapped to the correct DNIS or application number.
* Check the VOIP connection and verify if the Experience Portal Is integrated to the correct Session Manager,

NO.17 From where can you change the log-level for Avaya Oceana snap-in components?
* Omni channel Data store
* System Manager
* Avaya Control Manager
* Breeze Node CLI

NO.18 After the new Implementation has been performed by the Avaya Business Partner, a customer is trying to login.

While the agent is trying to login, the engineer finds the following error messages:
* cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua-ucm pu-1.log
* cd /var/log/Avaya/dcm/pu/AuthorizationService/ and tall -fAuthorlzationService.log
* cd /var/log/Avaya/dcm/pu/UnifiedAgentControllet and tail -f ua-bpm-pu-1.log
* cd /var/log/Avaya/services/AuthorizationService/ and tail -f AuthorizatlonService.log

NO.19 Which credentials does Avaya Oceana Workspaces use for Agent login?
* Avaya Breeze Authorization Service and Avaya Control Manager Agent username and password
* Avaya Breeze Authorization Service and Avaya Communication Manager Agent username and password
* Avaya Breeze Authorization Service and Avaya Communication Manager extension and password
* Avaya Breeze Authorization Service and LDAP as Authentication Authority

NO.20 A customer reports that Avaya Oceana Workspace agents are not able to connect, and they want to troubleshoot Unified Agent Controller (UAC).

Which log will show more relevant logs for UAC?
* /var/log/Avaya/dcm/pu/UnlfiedAgentController/ua-bpm-pu.log
* /var/log/Avaya/services/UCAStoreService/UCAStoteServlce.log
* /var/log/Avaya/dcm/pu/CSCService/CSCService.log
* /var/log/Avaya/servlces/ContactCentefService/ContactCenterService.log

NO.21 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.)
* The Avaya Oceana administrators are in READY state for voice channel.
* The AES and CSC connections are established.
* The Avaya Oceana agents are in READY state for the email channel.
* The Avaya Oceana agents are in READY state for the voice channel.

NO.22 Refer to the exhibit.

* It displays; the Avaya Oceana Breeze nodes that are synchronized with Session Manager.
* It displays the need for running a DRS replication Service for Avaya Breeze nodes.
* It displays a successful DRS replication from System Manager to the Avaya Breeze nodes.
* It displays the need to repair the replication service from System Manager to the Avaya Breeze nodes.

NO.23 A customer wants to take a backup of their email, Web chat and SMS interactions. Which Avaya Oceana component must be backed up?
* UCM Data Collector Database Backup
* Omni store DB Database Backup
* UCA Store Service Database Backup
* Omni store DB Controller Data Store

NO.24 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?
* Add a custom filter type error, and then add this filter in selection criteria.
* Set the login level to FINE to see error messages.
* By default all the errors are highlighted in Kibana.
* Under Filters, choose the level, and then select Add Filter Error.

NO.25 Which VDN is required in Communication Manager for initiating an adjunct route to transfer calls coming from Avaya Experience Portal to Avaya Oceana?
* Transfer VDN
* Routing VDN
* Ingress VDN
* RONA VDN

NO.26 Consider the log messages:

‘RequestId’ : ‘SWQtNzA2d2pSRm032GtfQUtzUFFtdw==_’,   ‘RouteRequestId’
:

‘0830cf65-1aaf-48a3-8a2f-44850be19f82’,   ‘WorkflowType’ :
‘ROUTE_CONTACT_SMS’,

‘SourceName’ : ‘OCPShortMessageService’, ‘CallbackIP’ :
‘135.122.106.229’, ‘ContactId’ :

‘ME1NsN-4QI6isb73z-mPyA’, ‘ChannelType’ : ‘ShortMessageService’,
‘Reason’ : ‘400 Bad Request. Space could not be resolved’, ‘WorkRequestId’ :
‘Id-706wjRFm7dk_AKsPQmv’ Which provider type is being handled in these log messages?
* OCP Chat Provider
* OCP Social Provider
* OCP Email Provider
* OCP SMS Provider

NO.27 When a customer leverages Avaya Aura Experience Portal as their self-service application, during the first leg of voice call processing, which component from the Avaya Aura stack contacts Context Store to create a Context ID for the new Voice

Interaction?
* Avaya Aura Experience Portal IVR Application
* Avaya Aura Session Manager
* Avaya Aura Application Enablement Services
* Avaya Aura Communication Manager

NO.28 In addition to a description of the problem, which two types of logs are required when escalating a problem to Avaya Support? (Choose two.)
* Provider Logs
* Agent Browser logs
* System Logs
* Service Logs
* PU Logs

NO.29 A customer is running an Avaya Oceana solution and the 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 found that the CSC TSAPI application is unable to receive CM events through AES.

To find out what is causing this problem, which logs need to be checked?
* CSC Service log- /var/logyAvaya/services/CallServerConnector/CallServerConnector.log PU logs-/var/log/Avaya/dcm/CallServerConnectorService
* CSC Service log- /v<ir/log/Avaya/services/CaHServerConnectof/CallSefverConnector.log PU logs-/var/log/Avaya/dcm/pu/CallConnectorService
* CSC Service log- /var/log/Avaya/services/CallServerConnector/ CallServerConnector.log PU logs- /vaf/log/Avaya/dcm/pu/pu.log
* CSC Service log- /var/log/Avaya/services/CallServerConnector/CaHServefConnector.log PU logs- /var/log/Avaya/dcm/CallServerConnectorService

NO.30 When a customer wants to perform a backup of the Avaya Oceana solution, which three actions must they take? (Choose three.)
* Backup Avaya Control Manager DB.
* Backup Omni channel Cache DB.
* Backup Avaya Aura Session Manager.
* Backup UCA Store Service.
* Backup Cluster# 1 Snap-in’s SVAR files.

NO.31 Unified Agent Controller (UAC) gets the status of the agent stations and Interactions data from which Avaya Oceana core component?
* Unified Collaboration Administration (UCA)
* Call Server Connector (CSC)
* Unified Collaboration Model (UCM)
* Engagement Designer (ED)

NO.32 During the Avaya Oceana Email Channel processing, which component sends Information to Context Store and UCM?
* ORC
* Email Manager
* Omni channel Database
* Agent Controller

NO.33 A customer is running an Avaya Oceana solution and a technical engineer is troubleshooting an operational issue. Many components are logging errors showing that they cannot connect to Unified Collaboration Module (UCM).

Which three actions will help to verify the current deployed state of UCM In the solution?

(Choose three.)
* Run deploy-service -lv on the Breeze server.
* Check the service install status on cluster Administrator page in SMGR.
* Look at the Oceana Monitor page.
* Look at the Event Log in System Manager.
* Check the status of duster 1 in SMGR.

NO.34 When the 30-day license grace period ends for the Avaya Breeze server, the server goes into which State?
* Deny New Service State
* Block New Service State
* Active New Service State
* Accept New Service State

NO.35 Consider the log message:

2018-01-31   08:51:07,795   [pool-241-thread-1]   SMSVendorSnapin   INFO

-SMSVendorSnapin-3.4.0.0.80601   – Response   is   (“accounts”:

[(“messageService”:”SMS”,”name”:”smsdemo”,”url”:
”www.pass4test.com”,”apiId”:”1″,”apiPasswo
rd”:””,”extral”:””,”extra2″:””,”capabili
ties”:[(“type”:”TEXT”,”maximumLength”:160)],”identities”:[
(“i dentifier”:”01715123456″)])]) Which component and log file contains log messages of this kind?
* ORCRestService PU Log file
* CustomerControllerService PU Logs file
* SMSVendotSnapin Service Log file
* MessagingSetvice Service Log file

NO.36 Which statement describes the function of the Context Store Snap-in?
* It is an enterprise workflow model to orchestrate the omni-channel interaction flow.
* It is an agent selection component based on attribute matching across all channels.
* It is an engine for tracking and maintaining the end-to-end context of customer Interactions.
* It is a normalized model for all resources and interactions that provides states for resources and interactions.

NO.37 If not using Security Assertion Markup Language (SAML) authentication in the deployed solution which statement regarding the Avaya Oceana Agent/Supervisor Login is correct?
* Avaya Oceana Workspaces relies on CM for authentication and authorization.
* Avaya Oceana Workspaces does not require UAC authorization while logging in.
* Avaya Oceana Workspaces requires LDAP Authentication while logging in.
* Avaya Oceana Workspaces does not require LDAP Authentication while logging in.

NO.38 Which component is responsible for integrating Avaya Oceana Workspaces with Avaya Oceana core components?
* Unified Collaboration Administration (UCA)
* Call Server Connector (CSC)
* Unified Agent Controller (UAC)
* Unified Collaboration Model (UCM)

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