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QUESTION 1

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 2

Which snap-in is required for implementing POM in an Avaya Oceana® solution?

A. ORCRestService

B. AgentControllerService

C. AutomationController

D. OBCService

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101051672

QUESTION 3

Which two statements about an IP address assignment of Breeze™ Nodes are true? (Choose two.)

A. Each Breeze Node requires three IP addresses.

B. Clusters with more than one Node require an additional IP -Cluster IP.

C. Each Breeze Node requires two IP addresses.

D. Each Breeze Node requires one IP Address.

E. Clusters with more than one Node do not require a 3rd IP -Cluster IP.

Correct Answer: DE

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QUESTION 4

Using the customer history widget, Avaya Oceana® Agents can search customer history to find information about previous multimedia interactions with the customer.

Which component holds multimedia customer history information?

A. Omnichannel Datastore

B. Avaya Aura® Session Manager

C. External Data Mart

D. Avaya Control Manager

Correct Answer: A

QUESTION 5

On which component in Avaya Oceana® 3.5 is the Omnichannel Administration utility hosted?

A. OC Database server

B. Avaya Control Manager

C. Avaya Aura® System Manager

D. Avaya Communication Manager

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101051566

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