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Avaya Oceana? Solution Support Exam

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QUESTION 1

When the 30-day license grace period ends for the Avaya BreezeTM server, the server goes into which state?

A. Deny New Service State

B. Block New Service State

C. Active New Service State

D. Accept New Service State

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101050696 (128)

QUESTION 2

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 3

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

A. Each cluster

B. Common Component cluster

C. UAC cluster

D. OCP cluster

Correct Answer: C

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QUESTION 4

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 ContextStore to create a Context ID for the new Voice Interaction?

A. Avaya Aura® Experience Portal IVR Application

B. Avaya Aura® Session Manager

C. Avaya Aura® Application Enablement Services

D. Avaya Aura® Communication Manager

Correct Answer: A

QUESTION 5

A customer used the debug utility in the Chrome browser after launching the chat session, go to More Tools>Developer Tools, and they find the following error message:

WebSocket connection to `ws://192.168.10.50/services/websocket/chat\\' failed: Error during WebSocket handshake: Unexpected response code: 403

What is the problem indicated by this error message?

A. The customer Webchat is connected but these is a problem with the Webchat snap-in.

B. The customer Webchat is unable to connect to Avaya Oceana® Webchat snap-in.

C. The customer Webchat is rejected by the browser proxy or antivirus installed in the PC.

D. The customer Webchat is connected but there are no agents available in Avaya Oceana®.

Correct Answer: A

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