

7497X^{Q&As}

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QUESTION 1

For providing a treatment similar to an Experience Portal, which VDN is required in Communication Manager?

- A. Transfer VDN
- B. Ingress VDN
- C. SelfService VDN
- D. Routing VDN

Correct Answer: D

Reference: <https://www.devconnectprogram.com/fileMedia/download/89ee9136-80ce-4911-b3ca9865005ce055>

QUESTION 2

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

QUESTION 3

Which statement describes the function of the Context Store Snap-in?

- A. It is an enterprise workflow model to orchestrate the omni-channel interaction flow.
- B. It is an agent selection component based on attribute matching across all channels.

C. It is an engine for tracking and maintaining the end-to-end context of customer interactions.

D. It is a normalized model for all resources and interactions that provides states for resources and interactions.

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101044889>

QUESTION 4

Agent Controller receives information from the Omnichannel Resource Controller (ORC).

During the Email Flow processing, to which components does the Agent Controller feed the information?

A. UAC, Agent Workspaces and Omnichannel

B. UAC, Email Snap-in and Omnichannel DB

C. UAC and Omnichannel DB

D. UCM Spaces, UAC, and Agent Workspaces

Correct Answer: B

QUESTION 5

A customer has performed the backup operation for Avaya Oceana® solution.

Where can you see the backup of UCASStore service that has been completed 100%?

A. In the System Manager on the Server Administration under Backup and Restore Job Status

B. In the System Manager on the Cluster Administration under Backup and Restore Job Status

C. In the System Manager on the Avaya Breeze™

D. In the System Manager on the Server Management

Correct Answer: A

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