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QUESTION 1

Which two Avaya Oceana?components are a source of events for processing and measuring calculations? (Choose two.)

A. Unified Collaboration Administration

B. Redis Realtime Cache

C. Java Messaging Services

D. Unified Collaboration Model

E. Streams Weblogic Server

Correct Answer: CD

Reference: https://downloads.avaya.com/css/P8/documents/101054825

QUESTION 2

Which two log files are needed to verify the installation of Avaya AnalyticsTM for the Streams server? (Choose two.)

A. install_ems.log

B. install_kafka.log

C. install_avaya.log

D. install_jms.log

E. bam_install.log

Correct Answer: BD

Reference: https://downloads.avaya.com/css/P8/documents/101054829 (83)

QUESTION 3

What is the significance of the Channel Measure field in the Account by Agent report?

A. It is a count of interactions attended by the agent, including the interactions that were transferred with the reporting period by channel.

B. It is the amount of time the agent spends working interactions within the reporting period by channel.

C. It is used to determine the number of channels that the agent supported while supporting an account.

D. It is a count of interactions directed to the agent within the reporting period by channel.

Correct Answer: C

Reference: https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports_r34/page/Account_by_Agent.html

QUESTION 4

Which two Avaya AnalyticsTM report templates are available in historical reports? (Choose two.)

A. Supervisor Activity Reporting

B. Routing Service Instantaneous

C. Agent by Account Moving Window

D. Routing Service Summary - Contacts

E. Agent Group Reporting

Correct Answer: AD

Reference: https://downloads.avaya.com/css/P8/documents/101051625 (5)

QUESTION 5

In an Avaya AnalyticsTM for Oceana?3.5 that supports deployment on the Amazon Web Services (AWS) platform, how many agents are supported?

A. 2000

B. 1500

C. 4500

D. 1000

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101051640

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