

# 7497X<sup>Q&As</sup>

Avaya Oceana? Solution Support Exam

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**QUESTION 1**

To check Context ID in Context Store for the Avaya Aura® Experience Portal record, which two tools can be used to run queries on Context Store? (Choose two.)

- A. Web Browser
- B. CS TOOL
- C. POSTMAN
- D. SERVICE MAP

Correct Answer: AB

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**QUESTION 2**

During the Avaya Oceana Email Channel Interaction processing, which component is responsible for creating the contact ORC component?

- A. UCM Spaces
- B. Email Service
- C. Omnichannel Database
- D. Agent Controller

Correct Answer: B

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**QUESTION 3**

Which two steps must be completed before restoring the backup of the Avaya Oceana® solution? (Choose two.)

- A. Uninstall the UCASStoreService, no need to restart the nodes of the Avaya Oceana Cluster 1 to delete the UCASStoreSpace.
- B. Uninstall UCASStoreService, then restart the nodes of the Avaya Oceana Cluster 1 to delete the UCASStoreSpace.
- C. Ensure that the UCASStoreService is installed on the Avaya Oceana Cluster1.
- D. Ensure that the UCASStoreService is not installed on the Avaya Oceana Cluster1.

Correct Answer: BD

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#### QUESTION 4

A customer is unable to login to the Agent Workspaces with Multimedia Channels. Given these log messages:

```
2018-04-23 07:01:11, 358 [pool-128-thread-1] config.OcpOceanaMonitorWASProduction INFO
[M:setOceanaHeartbeatMessage][T:null]. OceanaHeartbeatMessage.MessageText: [GigaSpaces connection OK.
Database connection is Broken. ORC Rest service is reachable (http 200). AgentControllerService Alive, Cluster Status
ACTIVE] Status: [ERROR] 2018-04-24 07:02:09,853 [pool128-thread-1] serviceability.AgentControllerStatusTask
ERROR -[M:agentControllerStatusRunnable] [T:null].error in DB Connection
com.avaya.ocp.db.util.PersistenceException: java.sql.SQLException: [Cache JDBC] Communication link failure:
Connection refused at com.avaya.ocp.db.util.DbConnFactoryDbcpPool.getConnection
(DbConnFactoryDbcpPool.java:166)
```

What is causing these log messages?

- A. Multimedia Cache database not reachable
- B. The LDAP database is not reachable
- C. The EDM database is not reachable
- D. The ORC Rest service is not working

Correct Answer: A

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#### QUESTION 5

For deploying the Avaya Oceana® solution, what are the two recommendations for software and secure communications? (Choose two.)

- A. Check compatibility with Avaya Aura® 6.x stack as Avaya Oceana® solution is compatible with Avaya Aura® 6.x.
- B. Install signed certificates for an Avaya Oceana® deployment.
- C. Load signed certificates for an Avaya Oceana® deployment.
- D. Verify the minimum software release and compatibility metrics for Avaya Oceana® with the Avaya Aura® stack.
- E. Check compatibility with Avaya Aura® 5.x stack as Avaya Oceana® solution is only compatible with Avaya Aura® 5.2.1.

Correct Answer: BD

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#### QUESTION 6

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>

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### QUESTION 7

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 there 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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### QUESTION 8

A customer is testing Avaya Oceana Voice Call Flow.

From where can the customer see the Context ID for a particular Active call if the customer does not want to enable "Analyze Oceana Log files"?

- A. From SMGR CSC Attribute Information by clicking on Avaya Breeze™, Configuration and CSServices Attributes
- B. From AES DMCC Summary Information by clicking on Status and Control, DMCC Service Status, No. of Associations
- C. From ED Admin Console Instances by clicking Active Instance and then click on the Context Store Cluster Block
- D. From the ED Admin Console by clicking Voice Work Flows get Context ID from opened information pop up

Correct Answer: D

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**QUESTION 9**

For an Avaya Oceana® interaction that is being routed through a Self Service (Elite IVR) application on Communication Manager, which state is true?

- A. WorkRequestID=RouteRequestID=ContactID
- B. WorkRequestID=ContextStoreID=UCID=ContactID
- C. WorkRequestID=Customer=UCID=ContactID
- D. WorkRequestID=ContextStoreID and ConactactID=UCID

Correct Answer: B

**QUESTION 10**

Refer to the exhibit. Which statement about the exhibit is true?

**Replica Group: AvayaBreeze\_3.4**

Replica Nodes

View Details Repair Remove Remove From Queue **Show All Replica Groups**

4 Items ↻

<input type="checkbox"/>	Replica Node	Host Name	Product	Synchronization Status
<input type="checkbox"/>	hr oceana1	br01.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br02.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br03.lab.tn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br04.lab.tn.avaya.com	CE	Synchronized

Select: All, None

- A. It displays the Avaya Oceana Breeze™ nodes that are synchronized with Session Manager.
- B. It displays the need for running a DRS replication Service for Avaya Breeze™ nodes.
- C. It displays a successful DRS replication from System Manager to the Avaya Breeze™ nodes.
- D. It displays the need to repair the replication service from System Manager to the Avaya Breeze™ nodes.

Correct Answer: A

**QUESTION 11**

An Avaya Oceana® administrator wants to add a new Avaya Oceana® agent. Prior to adding, the administrator logs in

to the Communication Manager and finds that the new agent ID is already present in the "list agent-loginID" output.

Which action can be performed by the administrator to successfully add the new agent to Avaya Oceana?

- A. Over-write the Agent ID using Avaya Control Manager while adding the Avaya Oceana® user.
- B. Remove the Agent ID from Communication Manager.
- C. Add the new Avaya Oceana® agent using Control Manager.
- D. No action; the Agent ID is not required while adding an Avaya Oceana® user in the Control Manager.

Correct Answer: C

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#### QUESTION 12

Which two log files are used to troubleshoot CSC-AES connection problems? (Choose two.)

- A. /var/log/Avaya/dcm/pu/CallServerConnector
- B. /var/log/Avaya/services/CallServerConnector
- C. /var/log/Avaya/dcm/pu/AgentControllerService
- D. /var/log/Avaya/services/CustomerControllerService

Correct Answer: AC

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#### QUESTION 13

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 14

Which statement regarding Engagement Designer (ED) workflows in Avaya Oceana® solution is true, if you want to avoid launching both old and new flows during processing?

- A. The existing ED workflows should be deleted before deploying new ED workflows for the same channel.

- B. ED does not allow you to deploy a new call flow when there is an existing call flow for the same channel.
- C. ED allows you to deploy both old and new ED workflows in the ED without any problems.
- D. The existing ED workflows should be renamed before deploying new ED workflows for the same channel.

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101038241> (42)

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#### QUESTION 15

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

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