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QUESTION 1

Given the URL below:

http:///services/UCAStoreService/uca

Which Oceana® Cluster IP is used for the URL of the UCA interface in the Avaya Control Manager?

A. Cluster4 (Co-Browse Cluster)

B. Cluster3 (OCP Cluster)

C. Cluster2 (UAC Cluster)

D. Cluster1 (Common Components Cluster)

Correct Answer: B

QUESTION 2

Which statement describes the "Coverage to messaging" feature supported in Avaya Oceana® 3.5?

A. It is a mailbox that can be associated with the agent, the skill or any other suitable grouping.

B. Customers have the option to leave a voice message when a Required Resource does not answer.

C. It is a workflow option to route to the agent\\'s voice mailbox to leave a voice message.

D. It is a shared mailbox that can be associated with a set of agents; i.e., an agent group.

Correct Answer: A

Reference: https://www.devconnectprogram.com/fileMedia/download/08ad7375-7c2e-4767-929f15f4e8130a0d

QUESTION 3

A customer\\'s recommendation is to use secure communication between all the components involved in the Avaya Oceana® solution.

After enabling secure communication for a cluster, which additional configuration parameter needs to be updated for the cluster?

A. Cluster Profile

B. Cluster group

C. Cluster IP

D. Cluster Fully Qualified Domain Name

Correct Answer: C

QUESTION 4

Which snap-in provides a single interface through which client components can manage and retrieve customer Information from Context Store, Multimedia Database and CRM?

A. OceanaCoreDataService Snap-in

B. ContactCenterService Snap-in

C. CustomerManagement Snap-in

D. CustomerJourneyService Snap-in

Correct Answer: B

QUESTION 5

While logging in to Agent Workspaces, which two services are used by Avaya Oceana® Workspaces for authentication? (Choose two.)

A. Avaya Session Manager Service

B. Avaya Breeze Authorization Service

C. Avaya Communication Manager Authentication Service

D. LDAP Authentication Service

Correct Answer: BC

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