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QUESTION 1

Once the incoming email is downloaded by the email snap-in, which component does Omnichannel Controller then contact to model the email work item?

A. Omnichannel Controller contacts WA to create a work item inside Avaya Oceana® and WA models the email interaction work item.

B. Omnichannel Controller contacts UCM to create a work item inside Avaya Oceana® and UCM models the email interaction work item.

C. Omnichannel Controller contacts ED to create a work item inside Avaya Oceana® and ED models the email interaction work item.

D. Omnichannel Controller contacts UCA to create a work item inside Avaya Oceana® and UCA models the email interaction work item.

Correct Answer: A

QUESTION 2

When a customer calls the Oceana® Contact Center, which Communication manager VDN extracts out the Oceana® Agent ID, before doing a route-to execution to the Oceana® Agent?

A. ADJUNCT VDN

B. INGRESS VDN

C. ROUTING VDN

D. RONA VDN

Correct Answer: A

QUESTION 3

Which two options are available to customers for integrating Social Channel with their social media platforms with Avaya Oceana? (Choose two.)

A. Google Cloud

B. AVA

C. DevConnect AP

D. Microsoft Azure

E. Digital Ocean

Correct Answer: BC

QUESTION 4

After adding the Oceana® UCA and CM to the same location in the Control manager, which two configurations are required for this newly added location? (Choose two.)

A. Assign a location to Web Server.

B. Assign a location to Application Server.

C. Assign a location to Provisioning Server.

D. Assign a location to Monitor Server.

E. Assign a location to Database Server.

Correct Answer: BC

QUESTION 5

Avaya Oceana® is the next generation of customer engagement platform that is designed using which platform?

A. Avaya BreezeTM

B. Avaya Control Manager

C. Avaya Aura® Session Manager

D. Avaya SDK

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101053617 (5)

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