



# 7495X<sup>Q&As</sup>

Avaya Oceana Solution Integration Exam

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### QUESTION 1

Which statement about Messaging Service SMS channel in Avaya Oceana® is true?

- A. Messaging Service snap-in interfaces independently to model SMS messages as live chat.
- B. Messaging Service snap-in interfaces with the Customer Controller Snap-in to allow modeling of SMS interactions as live chat.
- C. Messaging Service snap-in interfaces with the Customer Controller Snap-in to allow modeling of SMS interactions as live SMS.
- D. Messaging Service snap-in interfaces with the Email Snap-in to allow modeling of SMS interactions as email.

Correct Answer: B

Reference: <https://slideplayer.com/slide/12076065/>

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### QUESTION 2

Which two components are required for an Avaya Oceana® Contact Center Administration for multimedia only deployment? (Choose two.)

- A. Avaya Aura® Session Manager (SM)
- B. Avaya Aura® Application Enablement Services (AES)
- C. Avaya Aura® Communication Manager (CM)
- D. Avaya Control Manager (ACM)
- E. Avaya Aura® System Manager (SMGR)

Correct Answer: CD

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### QUESTION 3

You are configuring the attributes under the provisioning cluster.

What is the effective value for the attribute "voice provider id" under voice configuration, which needs to match the configuration of Voice Provider in Avaya Control Manager?

- A. Avaya Aura Media Server Host Name
- B. Session Manager Security Module Host Name
- C. Avaya Control Manager Host Name
- D. Avaya Aura Communication Manager Host Name



Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

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#### QUESTION 4

For an Avaya Oceana® solution, which Cluster Profile is used for an Oceana® cluster deployment?

- A. Engagement Assistant Speech
- B. Customer Engagement
- C. Core Platform
- D. Context Store

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101051566>

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#### QUESTION 5

Which component is the underlying application platform that hosts all of the deployed snap-ins in an Avaya Oceana® solution?

- A. Avaya Breeze™
- B. Avaya System Manager
- C. Avaya Session Manager
- D. Avaya Experience portal

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101029734>

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