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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/>

QUESTION 2

While implementing an Avaya Oceana® solution, if the customer is using Avaya System Manager as the Certificate Authority (CA), which three tasks must be performed for certificate installation? (Choose two.)

- A. Install TRUST Certificate from LDAP Server on System manager and Cluster2.
- B. Install Trust Certificate from LDAP Server on Avaya Communication Manager.
- C. Replace the default Identity Certificates on Avaya System Manager.
- D. Install SMGR RootCA on Avaya Oceana® Agent Workspaces computers.
- E. Replace the default Identity Certificates on Avaya Breeze Nodes Security Modules.

Correct Answer: AD

QUESTION 3

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 4

While deploying the Avaya Oceana® solution, it is recommended that the customer provide an External data mart (EDM) database for Context Store.

Which three databases are supported for EDM deployment? (Choose three.)

- A. Sybase
- B. Informix
- C. Microsoft SQL Server
- D. PostgreSQL
- E. Oracle Database

Correct Answer: CDE

Reference: https://documentation.avaya.com/bundle/DeployingAvayaOceanaSolution_r34/page/Create_the_database_for_External_Data_Mart.html

QUESTION 5

While deploying Avaya Oceana® 3.5, there is a requirement to create a provisioning cluster that can be used as a centralized component for configuring the attributes for the Avaya Oceana® solution.

Which snap-in is required for creating a provisioning cluster?

- A. OmniCenterProvisioningCollector
- B. GenericChannelAPI
- C. CentralizedLoggingService
- D. OceanaConfiguration

Correct Answer: C

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