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**QUESTION 1**

A customer is running an Avaya Oceana® solution and the technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® the engineer finds an issue with the Avaya Oceana Unified Collaboration model and wants to check the UCM log.

Which two log locations contain the logs for the UCM component? (Choose two.)

- A. Services Log Files /var/log/Avaya/service/UCService/ or ContactCenterService/ or OpenUM/
- B. UCSS log file to /var/log/Avaya/services/UCMStoreService/UCMStoreService
- C. CSCService Log Files /var/log/Avaya/services/CSCService/CSCService.log
- D. PU Service log file to /var/log/Avaya/dcm/pu/UCMService/or UCMDDataCollector/ or ontactCenterService/
- E. Services log file to /var/log/Avaya/service/UCMService/ or UCMDDataCollector/ or ContactCenterService/

Correct Answer: AB

QUESTION 2

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

QUESTION 3

Which credentials does Avaya Oceana Workspaces use for Agent login?

- A. Avaya Breeze™ Authorization Service and Avaya Control Manager Agent username and password
- B. Avaya Breeze™ Authorization Service and Avaya Communication Manager Agent username and password
- C. Avaya Breeze™ Authorization Service and Avaya Communication Manager extension and password
- D. Avaya Breeze™ Authorization Service and LDAP as Authentication Authority

Correct Answer: A



Reference: <https://downloads.avaya.com/css/P8/documents/101045186>

QUESTION 4

A customer is running an Avaya Oceana® solution and a technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® it is not delivered to the available agents. During the isolation the engineer finds that the ED Work Flow Instance is not created inside Engagement Designer.

What should be analyzed from Avaya Oceana® to check the incoming calls to Avaya Oceana® from the Avaya Aura® stack?

- A. CallServerConnector
- B. UCM-PU
- C. UCMServices
- D. UCMDataCollector

Correct Answer: D

QUESTION 5

When a customer leverages Avaya Aura® Experience Portal as their self-service application, during the first leg of voice call processing, which component from the Avaya Aura® stack contacts ContextStore to create a Context ID for the new Voice Interaction?

- A. Avaya Aura® Experience Portal IVR Application
- B. Avaya Aura® Session Manager
- C. Avaya Aura® Application Enablement Services
- D. Avaya Aura® Communication Manager

Correct Answer: A

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