



7497X^{Q&As}

Avaya Oceana? Solution Support Exam

Pass Avaya 7497X Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.pass4itsure.com/7497x.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Avaya
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers





QUESTION 1

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 2

A customer is troubleshooting the integration between AES and Avaya Oceana Call Server Connector.

During the integration the customer finds the following message while checking the AES DMCC log files:

```
Cd /var/log/avaya/aes/dmcc-trace.log hr-oceana1-aes DmccMain[24600] -06:00 2017 275 1 com.avaya/
```

```
aes | :StartApplicationSTE: com.avaya.sessionsvc.SessionServicesImp1 WARNING -Authentication failed:
```

```
clientID=XML Encrypted:
```

```
192.168.1.100:25067, user=csc
```

After reviewing the error message, which action will fix the customer's problem?

- A. Match the correct CSC user password in AES and CSC service
- B. Reboot the AES server and re-deploy CSC service
- C. Redeploy CSC Service and reboot Oceana Cluster1
- D. Change the CSC user password in AES server and reboot AES

Correct Answer: A

QUESTION 3



To perform the restore of the Intersystem cache database, which application file must run from the Install directory of the Omnichannel Windows Multimedia Server?

- A. Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe
- B. Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseRestore.exe
- C. Avaya\Oceana\Oceana\BackupAndRestore\Restore.exe
- D. Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelRestore.exe

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045282> (59)

QUESTION 4

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 5

You have successfully deployed the Avaya Oceana® solution.

Which two verification steps will confirm that the voice interactions can be delivered to Avaya Oceana® agents? (Choose two.)

- A. The Avaya Oceana® administrators are in READY state for voice channel.
- B. The AES and CSC connections are established.
- C. The Avaya Oceana® agents are in READY state for the email channel.
- D. The Avaya Oceana® agents are in READY state for the voice channel.

Correct Answer: BD



VCE & PDF

Pass4itSure.com

<https://www.pass4itsure.com/7497x.html>

2024 Latest pass4itsure 7497X PDF and VCE dumps Download

[Latest 7497X Dumps](#)

[7497X Practice Test](#)

[7497X Braindumps](#)