[Jul-2022 Check your preparation for Avaya 74970X On-Demand Exam [Q21-Q42
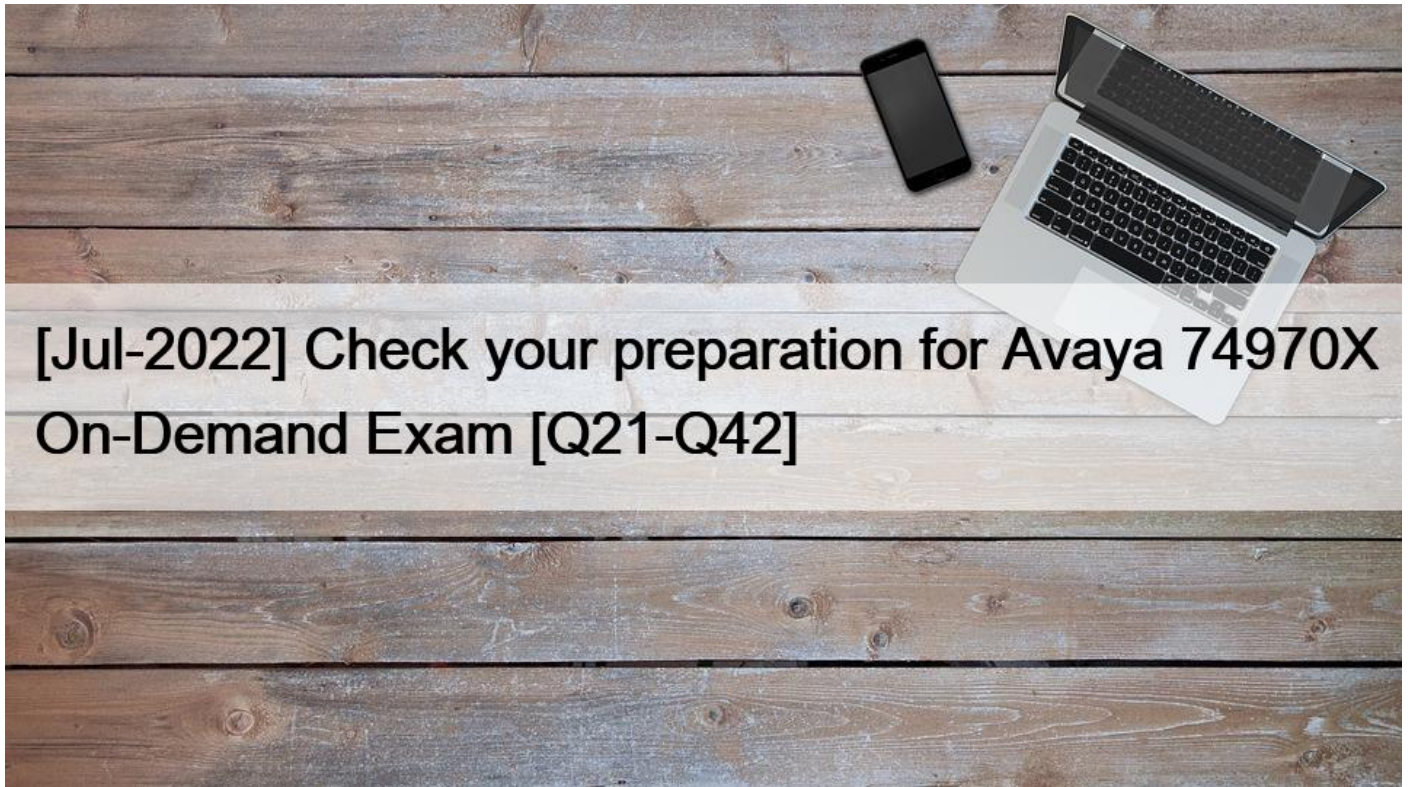

[Jul-2022 Check your preparation for Avaya 74970X On-Demand Exam Practice Exam 74970X Realistic Dumps Verified Questions NEW QUESTION 21

During the Avaya Oceana Email Channel processing, which component sends Information to Context Store and UCM?
* ORC
* Email Manager
* Omni channel Database
* Agent Controller

NEW QUESTION 22

A customer wants to take a backup of their email, Web chat and SMS interactions. Which Avaya Oceana component must be backed up?
* UCM Data Collector Database Backup
* Omni store DB Database Backup
* UCA Store Service Database Backup
* Omni store DB Controller Data Store

NEW QUESTION 23

During troubleshooting of Avaya Control Manager (ACM), it was found that ACM is not synchronized fully with the

Communication Manager, and you are advised to run the Avaya Synchronizer tool.

Which statement about the Avaya Synchronizer tool is true?
* Choose Import Mode: Sync (run every time for synchronization)
* Choose Import Mode: Initial (run every time for synchronization)
* Choose Import Mode: (renew for renewing synchronization)
* Choose Import Mode: Initial (only for Initial synchronization)

NEW QUESTION 24

Which parameter uniquely identifies a contact while It is being processed in Engagement Designer?
* Caller ID
* WorkRequestID
* Contextld
* DNIS Number

NEW QUESTION 25

If not using Security Assertion Markup Language (SAML) authentication in the deployed solution which statement regarding the Avaya Oceana Agent/Supervisor Login is correct?
* Avaya Oceana Workspaces relies on CM for authentication and authorization.
* Avaya Oceana Workspaces does not require UAC authorization while logging in.
* Avaya Oceana Workspaces requires LDAP Authentication while logging in.
* Avaya Oceana Workspaces does not require LDAP Authentication while logging in.

NEW QUESTION 26

A customer is running an Avaya Oceana solution and a technical engineer is troubleshooting an operational issue. Many components are logging errors showing that they cannot connect to Unified Collaboration Module (UCM).

Which three actions will help to verify the current deployed state of UCM In the solution?

(Choose three.)
* Run deploy-service -lv on the Breeze server.
* Check the service install status on cluster Administrator page in SMGR.
* Look at the Oceana Monitor page.
* Look at the Event Log in System Manager.
* Check the status of duster 1 in SMGR.

NEW QUESTION 27

Consider the log message:

2018-01-31 08:51:07,795 [pool-241-thread-1] SMSVendorSnapin INFO

-SMSVendorSnapin-3.4.0.0.80601 – Response is (“accounts”:

[(“messageService”:”SMS”,”name”:”smsdemo”,”url”:”www.pass4test.com”,”apiId”:”1″,”apiPasswo rd”:””,”extral”:””,”extra2″:””,”capabili

ties”:[(“type”:”TEXT”,”maximumLength”:160)],”identities”:[
(“i dentifier”:”01715123456″)])]) Which component and log file contains log messages of this kind?
* ORCRestService PU Log file
* CustomerControllerService PU Logs file
* SMSVendotSnapin Service Log file
* MessagingSetvice Service Log file

NEW QUESTION 28

An Avaya Oceana administrator wants to add a new Avaya Oceana agent. Prior to adding, the administrator logs in to the
Communication Manager and finds that the new agent ID is already present In the “list agent-loginID” output.

Which action can be performed by the administrator to successfully add the new agent to Avaya Oceana?
* Over write the Agent ID using Avaya Control Manager while adding the Avaya Oceana user.
* Remove the Agent ID from Communication Manager.
* Add the new Avaya Oceana agent using Control Manager.
* No action; the Agent ID is not required while adding an Avaya Oceana user In the Control Manager.

NEW QUESTION 29

A customer has performed the backup operation for Avaya Oceana solution.

Where can you see the backup of UCA Store service that has been completed 100%?
* In the System Manager on the Server Administration under Backup and Restore Job Status
* In the System Manager on the Cluster Administration under Backup and Restore Job Status
* In the System Manager on the Avaya Breeze
* In the System Manager on the Server Management

NEW QUESTION 30

When a customer wants to perform a backup of the Avaya Oceana solution, which three actions must they take? (Choose three.)
* Backup Avaya Control Manager DB.
* Backup Omni channel Cache DB.
* Backup Avaya Aura Session Manager.
* Backup UCA Store Service.
* Backup Cluster# 1 Snap-in’s SVAR files.

NEW QUESTION 31

A customer reports that Avaya Oceana Workspace agents are not able to connect, and they want to troubleshoot Unified Agent
Controller (UAC).

Which log will show more relevant logs for UAC?
* /var/log/Avaya/dcm/pu/UnlfiedAgentController/ua-bpm-pu.log
* /var/log/Avaya/services/UCAStoreService/UCAStoteServlce.log
* /var/log/Avaya/dcm/pu/CSCService/CSCService.log
* /var/log/Avaya/servlces/ContactCentefService/ContactCenterService.log

NEW QUESTION 32

Which three parameters are associated to a work request inside the Avaya Oceana solution?

(Choose three.)
* Customer ID
* Work Request Id
* Agent ID
* Attributes
* Work flow Type

NEW QUESTION 33

To perform the restore of the Intersystem cache database, which application file must run from the Install directory of the Omni channel Windows Multimedia Server?
* AvayaOceanaOceanaBackup And RestoreBackupAndRestore.exe
* AvayaOceanaOceanaBackup And RestoreCacheDatabaseRestore.exe
* AvayaOceanaOceanaBackup And RestoreRestore.exe
* AvayaOceanaOceanaBackup And RestoreOmnichannelRestore.exe

NEW QUESTION 34

If the information (Agent, Supervisor, and Attributes Etc.) is put into Avaya Control Manager, but is actually in Oceana, which Oceana Component REST interface belongs to the Avaya Oceana component?
* UCA REST
* UAC REST
* UCM REST
* CC REST

NEW QUESTION 35

Which statement describes the function of the Unified Collaboration Model (UCM)?
* It is an agent selection component based on attribute matching across all channels.
* It is an engine for tracking and maintaining the end-to-end context of Omni-channel interactions.
* It is an enterprise workflow model to orchestrate the omni-channel Interaction flow.
* It is a normalized model for all resources and Interactions that provides states for resources and interactions.

NEW QUESTION 36

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?
* CallServerConnector
* UCM-PU
* UCMServices
* UCMDataCollector

NEW QUESTION 37

Agent Controller receives Information from the Omnichannel Resource Controller (ORC).

Outing the Email Flow processing, to which components does the Agent Controller feed the Information?

* UAC, Agent Workspaces and Omnichannel
* UAC, Email Snap-In and Omnichannel DB
* UAC and Omnichannel DB
* UCM Spaces, UAC, and Agent Workspaces

NEW QUESTION 38

Refer to the exhibit.

* It displays; the Avaya Oceana Breeze nodes that are synchronized with Session Manager.
* It displays the need for running a DRS replication Service for Avaya Breeze nodes.
* It displays a successful DRS replication from System Manager to the Avaya Breeze nodes.
* It displays the need to repair the replication service from System Manager to the Avaya Breeze nodes.

NEW QUESTION 39

Which VDN is required in Communication Manager for initiating an adjunct route to transfer calls coming from Avaya Experience Portal to Avaya Oceana?

* Transfer VDN
* Routing VDN
* Ingress VDN
* RONA VDN

NEW QUESTION 40

A customer is testing Avaya Oceana Voice Call Flow.

From where can the customer see the Context ID for a particular Active call if the customer does not want to enable
“Analyze Oceana Log files*?

* From SMGR CSC Attribute Information by clicking on Avaya Breeze, Configuration and CSServices Attributes
* From AES DMCC Summary information by clicking on Status and Control, DMCC Service Status, No. of Associations
* From to Admin Console instances by clicking Active Instance and then elide on the Context Store Cluster Block
* From the ED Admin Console by clicking Voice Work Flows get Context ID from opened information popup

NEW QUESTION 41

To take a backup of the Intersystem cache database, which application file must run from the Install directory of Omni channel

Windows Multimedia Server?
* AvayaOceanaOceanaBackup And RestoreBackup and Restore.exe
* AvayaOceanaOceanaBackup And RestoreOmnichannelBackup.exe
* AvayaOceanaOceanaBackup And RestoreBackup.exe
* AvayaOceanaOceanaBackup And RestoreCacheDatabaseBkp.exe

NEW QUESTION 42

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.)
* Services Log Files /var/log/Avaya/servlce/UCService/ or ContactCenterService/ or OpenUM/
* UCSStore log file to /var/log/Avaya/services/UCMStoreService/UCMStoreService
* CSCService Log Files /var/log/Avaya/services/CSCService/CSCService.log
* PU Service log file to /var/log/Avaya/dcm/pu/UCMService/or UCM Data Col lector/ or ContactCentreService/
* Services log file to /var/log/Avaya/service/UCMService/ or UCMDataCollector/ or ContactCentreService/

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