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QUESTION 1

Which Cluster is required for configuration of attributes at a central location and distributing them to all the components inside the solution?

- A. Cluster 4 - Co-Browse Cluster
- B. Cluster 5 - Provisioning Cluster
- C. Cluster 2 - UAC Cluster
- D. Cluster 1 - Common Component Cluster

Correct Answer: C

QUESTION 2

To route contacts based on certain criteria, which two criteria can be applied to the Email Rule group? (Choose two.)

- A. RSS Feeds
- B. Recipient Addresses
- C. Keyword Groups
- D. Out Of Hours
- E. URL Filtering

Correct Answer: BC

QUESTION 3

During a chat interaction with a customer, which two actions can be performed by an agent? (Choose two.)

- A. Conference a supervisor
- B. Email
- C. Transfer to a supervisor
- D. Transfer a file
- E. Initiate a co-browse session

Correct Answer: BD

QUESTION 4

Which two Avaya Oceana® components are installed on the Avaya Oceana Cluster 2? (Choose two.)

- A. Work Assignment
- B. Unified Collaboration Administration
- C. Context Store
- D. Avaya Mobile Communications (AMC)
- E. Unified Agent Controller (UAC)

Correct Answer: DE

Reference: <https://downloads.avaya.com/css/P8/documents/101041089> (62)

QUESTION 5

Which statement describes the Avaya Control Manager Application Server function?

- A. It provides the database that stores the Control Manager System configuration.
- B. It performs the business logic between the end user interface and the database.
- C. It is responsible for provisioning components from Control Manager with the Different Avaya applications.
- D. It provides a set of web services that developer's use for integrating the Control Manager.

Correct Answer: B

Reference: <https://downloads.avaya.com/css/P8/documents/101045636> (11)

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