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QUESTION 1

Under the Avaya Aura® Experience Portal Oceana Sample Application variable configuration settings, what is the significance of the backup SIP address in case of a failure in Avaya Oceana?

- A. It can be set to a Default VDN number to be used when Avaya Oceana® is unavailable.
- B. It can be set to a Routing VDN number.
- C. It can be set to a RONA VDN number.
- D. It can be set to an alternative Ingress VDN number when the standard Ingress VDN is unavailable.

Correct Answer: A

QUESTION 2

Which component is responsible for integrating Avaya Oceana Workspaces with Avaya Oceana® core components?

- A. Unified Collaboration Administration (UCA)
- B. Call Server Connector (CSC)
- C. Unified Agent Controller (UAC)
- D. Unified Collaboration Model (UCM)

Correct Answer: C

Reference: <https://downloads.avaya.com/css/P8/documents/101045183>

QUESTION 3

A customer wants to take a backup of their email, Webchat and SMS interactions. Which Avaya Oceana® component must be backed up?

- A. UCMDDataCollector Database Backup
- B. Omnistore DB Database Backup
- C. UCASStoreService Database Backup
- D. Omnistore DB Controller Data Store

Correct Answer: C

QUESTION 4

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 5

After the new implementation has been performed by the Avaya Business Partner, a customer is trying to login to their Agents Workspaces. While the agent is trying to login, the engineer finds the following error messages:

```
2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ?AuthorizationService3.4.0.0.340003
?Caught exception while authenticating with data source: HR-LAB javax.naming.CommunicationException:
135.35.67.19:636 [Root exception is java.net.ConnectException: Connection timed out]at
com.avaya.zephyr.services.production.AuthorizationService.Ldap.LdapDAOClientImpl.handleAuthenticatio
nSystemException(LdapDAOClientImpl.java:116)
```

Which Avaya Oceana® snap-in log file contains these log messages?

- A. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua -ucm-pu-1.log
- B. cd /var/log/Avaya/dcm/pu/AuthorizationService/ and tail -f AuthorizationService.log
- C. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua-bpm-pu-1.log
- D. cd /var/log/Avaya/services/AuthorizationService/ and tail -f AuthorizationService.log

Correct Answer: A

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