

# 7497X<sup>Q&As</sup>

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**QUESTION 1**

Which component receives AES messages with call details; for example, Dialed Number, CLID, UUI, and UCID, during the Avaya Oceana® voice call?

- A. Work Assignment
- B. UCM
- C. Context Store
- D. CSC

Correct Answer: A

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**QUESTION 2**

After it has completed the processing of Engagement Designer(ED) workflow for SMS interaction, which two components does ED respond back to? (Choose two.)

- A. Work Assignment
- B. MessagingService
- C. Unified Collaboration Model
- D. ORCRestService
- E. Context Store

Correct Answer: AB

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**QUESTION 3**

An administrator logs in to ED admin console to check the current interactions status and finds an ED instance with Event Type "ROUTE\_CONTACT\_SMS".

How is the event type mapped to the SMS channel in Avaya Oceana?

- A. The Event Type is mapped to the routepoint, which is configured in SMS Configuration through the Omnichannel administration utility.
- B. The Event Type is mapped to the workflow name, which is configured in SMS Configuration through the Omnichannel administration utility.
- C. The Event Type is mapped to the tag, which is configured in SMS Configuration through the Omnichannel administration utility.
- D. The Event Type is mapped to the SMS snap-in name, which is configured in SMS Configuration through the

Omnichannel administration utility.

Correct Answer: A

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#### QUESTION 4

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

- A. \Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe
- B. \Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelBackup.exe
- C. \Avaya\Oceana\Oceana\BackupAndRestore\Backup.exe
- D. \Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseBkp.exe

Correct Answer: A

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#### QUESTION 5

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

Where can you see the backup of UCASStore service that has been completed 100%?

- A. In the System Manager on the Server Administration under Backup and Restore Job Status
- B. In the System Manager on the Cluster Administration under Backup and Restore Job Status
- C. In the System Manager on the Avaya Breeze™
- D. In the System Manager on the Server Management

Correct Answer: A

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