

# 7498X<sup>Q&As</sup>

Avaya Oceanalytics - Insights Integration and Support Exam

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**QUESTION 1**

Which task is performed after deploying the Avaya Analytics™ for Oceana? Oracle Database?

- A. Deploying Avaya Analytics™ for ODI
- B. Deploying Avaya Analytics™ for OSA
- C. Deploying Avaya Analytics™ for OBI and ODI
- D. Deploying Avaya Analytics™ for BAM

Correct Answer: C

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**QUESTION 2**

What is the significance of the Offered Measure field in the Account by Agent report?

- A. It is a count of interactions attended by the agent including the interactions that were transferred with the reporting period by channel.
- B. It is a count of interactions answered by the agent that were transferred within the reporting period by channel.
- C. It is a count of interactions directed to the agent within the reporting period by channel.
- D. It is the amount of time the agent spent working interactions within the reporting period by channel.

Correct Answer: C

Reference: [https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports\\_r34/page/Account\\_by\\_Agent.html](https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports_r34/page/Account_by_Agent.html)

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**QUESTION 3**

What is the significance of the Channel Measure field in the Account by Agent report?

- A. It is a count of interactions attended by the agent, including the interactions that were transferred with the reporting period by channel.
- B. It is the amount of time the agent spends working interactions within the reporting period by channel.
- C. It is used to determine the number of channels that the agent supported while supporting an account.
- D. It is a count of interactions directed to the agent within the reporting period by channel.

Correct Answer: C

Reference: [https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports\\_r34/page/Account\\_by\\_Agent.html](https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports_r34/page/Account_by_Agent.html)

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**QUESTION 4**

Which two Deployed Applications must be running in the Oracle Stream Analytics real-time Event processing visualizer application server web interface? (Choose two.)

- A. Real-time open interface application
- B. Data Services Application
- C. Interval controller Application
- D. Connection reply Application
- E. Database services Application

Correct Answer: CD

**QUESTION 5**

Refer to the exhibit.

Agent Configuration						
Agent ID	Agent Name	Login ID	Supervisor ID	Supervisor Name	Multiplicity	Channel
agent40013@avaya.com	Agent40013 ChatV	agent40013@avaya.com	agent40025@avaya.com	demo supervisor25	1	Chat
					1	Email
					1	ShortMessageService
					1	Voice
agent40014@avaya.com	Agent40014 Voice	agent40014@avaya.com	agent40025@avaya.com	demo supervisor25	1	Chat
					1	ShortMessageService
					2	Email
agent40020@avaya.com	Demo Agent40020	agent40020@avaya.com	agent40025@avaya.com	demo supervisor25	3	Chat
					3	Email
					3	ShortMessageService
					2	Chat

Based on the information shown in the exhibit, which two report types are applicable for this template? (Choose two.)

- A. Dashboard Report
- B. Custom Report
- C. Historical Report
- D. Real-time Report

Correct Answer: CD