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Oceana Solution Integration Exam

Questions & Answers PDF

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Question: 1

Which snap-in provides a single Interface through which client components can manage and retrieve customer Information from Context Store, Multimedia Database and CRM?

- A. OceanaCoreDataService Snap-In
- B. ContactCenterService Snap-In
- C. CustomerManagement Snap-In
- D. Customer Journey Service Snap-In

Answer: B

Question: 2

AVA is required for providing which two integrations for Avaya Oceana® 3.5 solution? (Choose two.)

- A. Avaya Chatbot
- B. Avaya Mobile Video
- C. Webchat
- D. SMS
- E. Social Media

Answer: AC

Question: 3

Which snap in is required for implementing POM in an Avaya Oceana® solution?

- A. ORCRestService
- B. AgentControllerService
- C. AutomationController
- D. OBService

Answer: C

Question: 4

For the implementation of an Avaya Mobile Video solution, which two additional components are required? (Choose two.)

- A. Avaya Aura® Web Gateway
- B. Avaya Mobile Video Gateway
- C. Avaya Aura® Media Server
- D. Equinox Management Server
- E. Avaya Aura® Session Manager

Answer: A, D

Question: 5

While deploying the Avaya Oceana® solution. It is recommended that the customer provide an external Data Mart (EDM) database for Context Store.

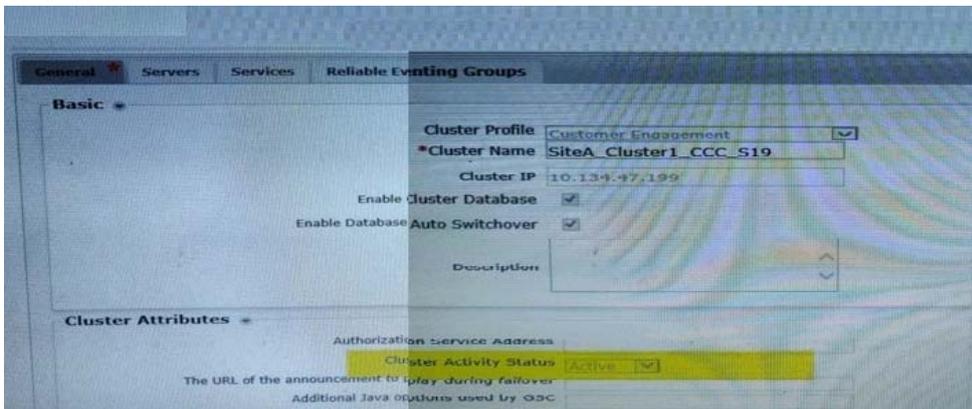
Which three databases are support for EDM deployment? (Choose three.)

- A. Sybase
- B. Informix
- C. Microsoft SQL Server
- D. PostgreSQL
- E. Oracle Database

Answer: C, D

Question: 6

Refer to the exhibit.



A customer has Data Center 1 (DC1) and they would like to implement Data a Center 2 (DC2) as the DR solution.

While deploying the Avaya Oceana® DR solution, which two configuration Items are applicable to the DR site? (Choose two.)

- A. The Breeze clusters on DC2 must be set to "Accept new Service" mode through System Manager.
- B. The Breeze clusters on DC2 set as "Active" using the cluster attributes within System Manager.

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- C. The Breeze™ clusters on DC1 must be set as 'Standby' using the cluster attributes within System Manager.
- D. The Breeze™ clusters on DC2 set as 'Standby' using the cluster attributes within System Manager.
- E. The Breeze™ clusters on DC2 must be set to "Deny now Service" mode through System Manager.

Answer: CE

Question: 7

A customer's recommendation is to use secure communication between all the components involved in the Avaya Oceana® solution.

After enabling secure communication for a cluster, which additional configuration parameter needs to be updated for the cluster?

- A. Cluster Profile
- B. Cluster Group
- C. Cluster IP
- D. Cluster Fully Qualified Domain Name

Answer: B



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