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Avaya Oceana Solution Integration

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QUESTION: 58

During the implementation of MI Avaya Oceana® solution, what are three signs of successful Integration between Avaya Oceana® and Avaya AES? (Choose three.)

- A. AES Status and Control shows TSAPI Services Is online and Unknown.
- B. AES Status and Control shows the switch connection Is online and talking.
- C. AES Status and Control shows IJMCC Service Sessions are established.
- D. AES Status and Control shows TSAPI Service Is online and talking.
- E. AES Status and Control shows CVLAN Service Sessions are established.

Answer: C, D, E

QUESTION: 59

Which statement describes the "coverage to messaging" feature supported In Avaya Oceana® 3.57

- A. It Is a mailbox that can be associated with the agent, the skill or any other suitable grouping.
- B. Customers have the option to leave a voice message when a Required Resource does not answer.
- C. It Is a workflow option to route to the agent's voice mailbox to leave a voice message.
- D. It Is a shared mailbox that can be associated with a set of agents; I.e., an agent group

Answer: A

QUESTION: 60

Which component is responsible, for integrating Oceana® Workspaces with Oceana® Core components?

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

Answer: B

QUESTION: 61

Which component is the underlying application platform that hosts all of the deployed snap-ins In a Avaya Oceana® solution?

- A. Avaya Breeze"
- B. Avaya System Manager
- C. Avaya Session Manager
- D. Avaya Experience Portal

Answer: A

QUESTION: 62

Which component exposed the APIs that allow other Avaya Oceana® components to obtain notifications about all the Avaya Oceana® agents and work stales in the system?

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

Answer: A

QUESTION: 63

Which three are multimedia capabilities of an Avaya Oceana® solution? (Choose three.)

- A. Scanned Documents
- B. Social Media
- C. Co-browse

D. PSTM Voice Calls

Answer: A, B, C

QUESTION: 64

While logging In to Agent Workspaces, which two services are used by Avaya Oceana* Workspaces for authentication? (Choose two.)

- A. Avaya Session Manager Service
- B. Avaya Breeze Authorization Service
- C. Avaya Communication Manager Authentication Service
- D. LDAP Authentication Service

Answer: A, D

QUESTION: 65

Which three Avaya Oceana® common components are required for processing all types of Interactions (voice, email, chat, sms, etc.)? (Choose three.)

- A. Omnichannel Controller
- B. Unified Collaboration Model (UCM)
- C. Work Assignment (WA)
- D. Customer Controller
- E. Engagement Designer (ED)

Answer: B, D, E

QUESTION: 66

Which three Avaya applications are required for Avaya Oceana® routed multimedia only deployments? (Choose three.)

- A. Avaya Aura® System Manager (SMGR)
- B. Avaya Aura® Communication Manager (CM)
- C. Application Enablement Services (AES)
- D. Avaya Control Manager (ACM)

E. Avaya Breeze™

Answer: A, B, E

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