

Free Questions for 7498X by certsdeals

Shared by Freeman on 24-05-2024

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Question 1

Question Type: MultipleChoice

Which three Avaya Analytics report templates are available in real-time reports? (Choose three.)

Options:

- A- Routing Service Moving Window
- **B-** Routing Service
- **C-** Route Point Report
- D- Agent Performance Top 5 Report
- E- Agent Detail Report

Answer:

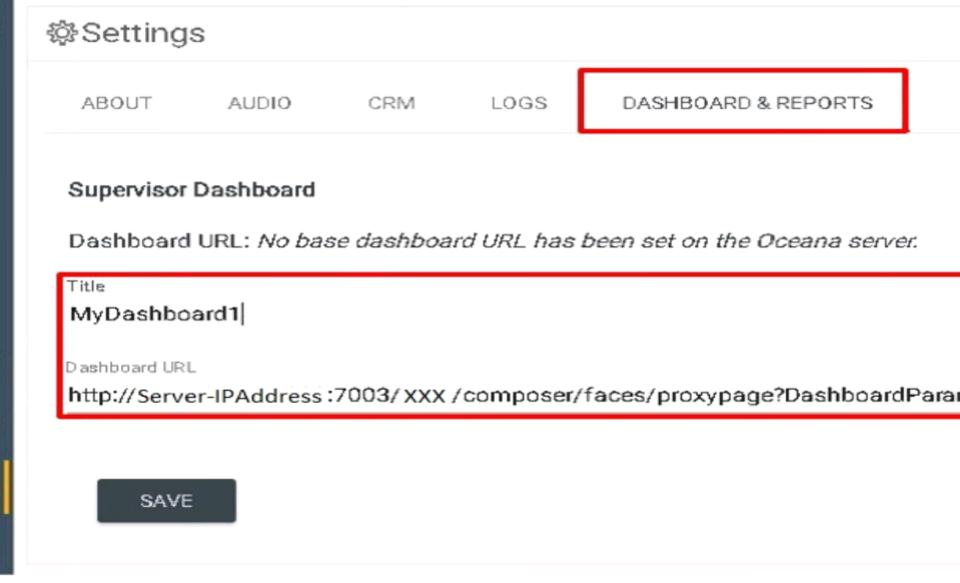
B, C, D

Question 2

Question Type: MultipleChoice

Refer to the exhibit.





Which Avaya Oceanalytics URL is configured for the Supervisor Dashboard integration?

Options:

- A- BAM Server Report URL
- **B-** REF Cluster URL
- C- OSA Server URL
- D- BI Server Report URL

Answer:

С

Question 3

Question Type: MultipleChoice

Which three measures are provided by the Supervisor Activity report? (Choose three.)

Options:	
A- Coaching	
B- Transferred Accepted	
C- Consults Accepted	
D- Channel Name	
E- Transfer to Agent	
Answer:	
A, C, E	
A, C, E	
A, C, E	
Question 4	
Question 4	
Question 4	
Question 4 Question Type: MultipleChoice	
Question 4 Question Type: MultipleChoice	

- 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.

Answer:

С

Question 5

Question Type: MultipleChoice

Which two Avaya Analytics report templates are available in historical reports? (Choose two.)

Options:

- A- Supervisor Activity Reporting
- **B-** Routing Service Instantaneous
- C- Agent by Account Moving Window

- **D-** Routing Service Summary Contacts
- E- Agent Group Reporting

Answer:

A, D

Question 6

Question Type: MultipleChoice

Which real-time report provides the capability of monitoring the current agent work state and current agent work with account state?

Options:

- A- Agent Instantaneous Report
- **B-** Routing Service Monitoring
- **C-** Agent Performance Moving Window
- **D-** Agent Compare

Answer:	
A	
Question 7	
Question Type: MultipleChoice	
Which Avaya Analytics component is used to generate an Engagement Summ	ary report?
Options:	
A- Real-time Report	
B- Historical Report	
C- Custom Dashboards	
D- Supervisor Dashboards	
Answer:	
В	

Question 8

Question Type: MultipleChoice

Which two log files are needed to verify the installation of Avaya Analytics for the Streams server? (Choose two.)

Options:

- A- install_ems.log
- B- install_kafka.log
- C- install_avaya.log
- D- install_jms.log
- E- bam_install.log

Answer:

B, D

Question 9

Question Type: MultipleChoice

A customer is logged in to the OSA Server and they want to restart the OSA services using a single command.

To restart the OSA services as a root user, which command would they run in the OSA server?

Options:

- A- systemctl restart analytics.service
- B- systemctl stop analytics.service
- C- systemctl start analytics.service
- D- systemctl reboot analytics.service

Answer:

 \mathcal{C}

Question 10

Question Type: MultipleChoice

Which option is available while installing Kafka software on the Avaya Analytics Streams server?

• ALL LOGARE				
A- ALL OSART				_
B- ALL KAFKA				
C- OSART KAFKA				
D- ALL KAFKA JMS				
Answer:				
 C				
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- B- ./RunAvaya.sh, oracle
- C- ./installAvaya.sh, root
- D- ./installAvaya.sh, oracle

Answer:

D

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