



**Free Questions for 7498X by certsdeals**

**Shared by Freeman on 24-05-2024**

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## Question 1

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**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

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Refer to the exhibit.



## Settings

ABOUT

AUDIO

CRM

LOGS

DASHBOARD & REPORTS

### Supervisor Dashboard

Dashboard URL: *No base dashboard URL has been set on the Oceana server.*

Title

MyDashboard1|

Dashboard URL

http://Server-IPAddress :7003/XXX /composer/faces/proxypage?DashboardParam

SAVE



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:**

---

C

## Question 3

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**Question Type: MultipleChoice**

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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

## Question 4

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**Question Type: MultipleChoice**

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

**Options:**

---

- 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:**

---

C

## Question 5

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**Question Type:** MultipleChoice

---

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

**Options:**

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- 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

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**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:**

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**A-** Agent Instantaneous Report

**B-** Routing Service Monitoring

**C-** Agent Performance Moving Window

**D-** Agent Compare



**Answer:**

---

A

## Question 7

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**Question Type:** MultipleChoice

---

Which Avaya Analytics component is used to generate an Engagement Summary report?

**Options:**

---

- A- Real-time Report
- B- Historical Report
- C- Custom Dashboards
- D- Supervisor Dashboards

**Answer:**

---

B

## Question 8

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**Question Type:** MultipleChoice

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

### Options:

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- A- install\_ems.log
- B- install\_kafka.log
- C- install\_avaya.log
- D- install\_jms.log
- E- bam\_install.log

### Answer:

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B, D

## Question 9

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**Question Type:** MultipleChoice

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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:**

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

**Answer:**

---

C

## Question 10

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**Question Type:** MultipleChoice

---

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

**Options:**

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A- ALL | OSART

B- ALL | KAFKA

C- OSART | KAFKA

D- ALL | KAFKA | JMS

**Answer:**

---

C

## Question 11

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**Question Type: MultipleChoice**

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During the installation of Avaya software on Analytics servers, which script is run and with which user?

**Options:**

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A- ./RunAvaya.sh, root

**B-** ./RunAvaya.sh, oracle

**C-** ./installAvaya.sh, root

**D-** ./installAvaya.sh, oracle

**Answer:**

---

D

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