Question 1

Which statement about Avaya Oceana Engagement Designer (ED) Work Flows is true?

Options:

A- ED Work Flows are not required while risk Bundles are present in the management Designer.

B- ED Work Flow Is mandatory for only Multimedia Interaction Channels (chat, email, SMS, etc.).

C- ED Work Flows cannot be edited by the Customers/Business Partners as per their Business Logic.

D- ED Work Flow Is mandatory for every Interaction Channel (voice, chat, email, SMS, etc.).

Answer:

A

Question 2

Which two snap-ins are responsible for collecting Oceana data and providing it to the Reliable Eventing Framework? (Choose two.)

Options:

A- OmniCenterProvsioninigCollector

B- UCMOataCollector

C- AgentControllerServlce

D- UCMService

E- Authorisation Service

Answer:

D, E

Question 3

Question Type: MultipleChoice

During a chat interaction with a customer, which two actions can be performed by an agent? (Choose two.)

Options:

A- Conference a supervisor.

B- Email

C- Transfer to a supervisor.

D- Transfer a file.

E- Initiate a co-browse session.

Answer:

C, D

Question 4

Question Type: **MultipleChoice**

Which three item are required for the Chat-Bot Integration with Avaya Oceana? (Choose three.)

Options:

A- Avaya Co-Browse

B- Secondary Omnichannel Datastore

C- Rackspace Instance

D- Avaya Chat Servers APS

E- An additional license from Avaya
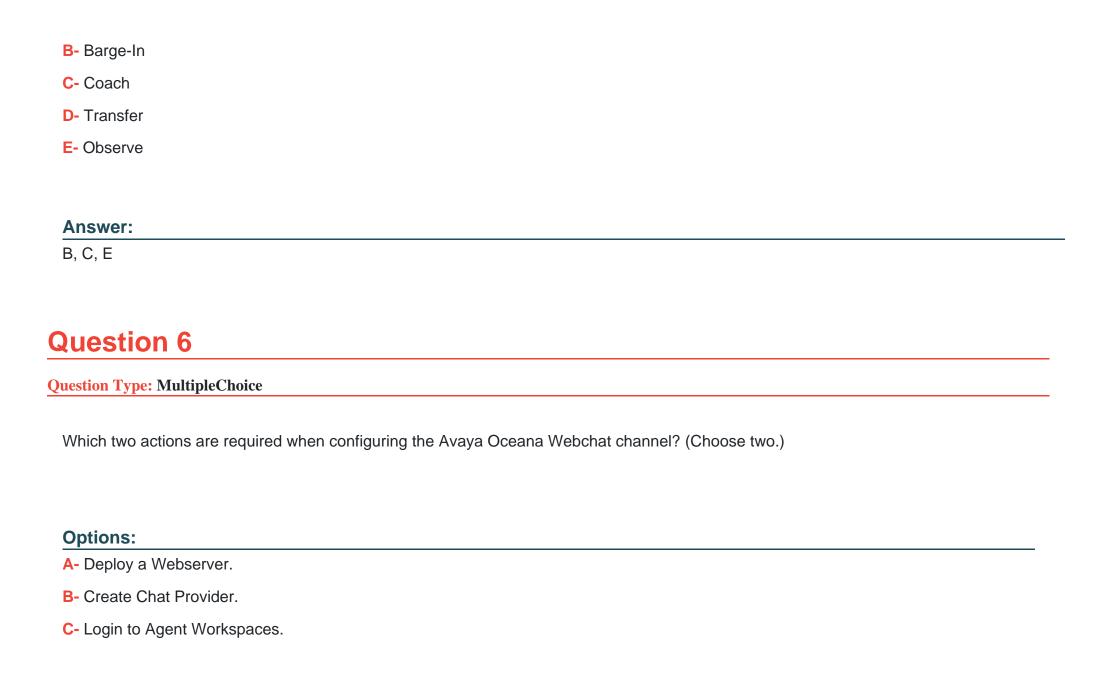
Answer:

A, B, E

Question 5

Question Type: MultipleChoice

While an Avaya Oceana Agent Is on a live webchat session with a customer, which three supervisor features are available to the Oceana supervisor? (Choose three.)

Options:

A- Route to

B- Barge-In

C- Coach

D- Transfer

E- Observe

Answer:

B, C, E

Question 6

Question Type: MultipleChoice

Which two actions are required when configuring the Avaya Oceana Webchat channel? (Choose two.)

Options:

A- Deploy a Webserver.

B- Create Chat Provider.

C- Login to Agent Workspaces.

C- Initiate a Webchat session.

D- Deploy ED Chat Flow.

Answer:

A, B

Question 7

Question Type: MultipleChoice

Which two options are available to customers for Integrating Social Channel with their social media platforms with Avaya Oceana?
(Choose two.)

Options:

A- Google Cloud

B- AVA

C- DevConnect AP

D- Microsoft Azure

E- Digital Ocean

Answer:

A, D

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