Vendor: Avaya

Exam Code:7498X

Exam Name: Avaya Oceanalytics - Insights Integration and Support Exam

Version: Demo

QUESTION 1

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

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 a count of interactions answered by the agent that were transferred within the reporting period by channel.

C. It is a count of interactions directed to the agent within the reporting period by channel.

D. It is the amount of time the agent spent working interactions within the reporting period by channel.

Correct Answer: C

Reference: https://documentation.avaya.com/bundle/UsingOceanalyticsInsightsforOceanaReports_r34/page/Account_by_Agent.html

---

QUESTION 2

A customer is troubleshooting an issue with the SS server. They find that the SS Admin server is not

responding, and they want to stop the SS admin server.

Which script and directory contains the required information to stop the SS Admin server?

A.
```
Script =>./stopWebLogic.sh
Directory => /home/oracle/WLS_HOME /user_projects/domains/base_domain/bin/
```

B.
```
Script =>./stopWebLogic.sh
Directory
=> /home/oracle/Oracle/Middleware/Oracle_Home /user_projects/domains/base_domain/wls/bin/
```

C.
```
Script =>./stopAdmin.sh
Directory => home/oracle/WLS_HOME/Middleware /user_projects/domains/bam_domain/bin/
```

A. B. C.

D.

```
Script =>./stopWebLogic.sh
Directory => /home/oracle/Oracle/WLS_HOME /Oracle_Home /user_projects/domains/bin/
```

Correct Answer: C

QUESTION 3

After running the installation script for Avaya software on the AnalyticsTM DB server, which log file must be checked to confirm that the installation is successful?

A. db_install.log

B. install_oracle_db.log

C. Oracle_install_db.log

D. install_db.log

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101051617 (64)

QUESTION 4

In an Avaya AnalyticsTM for Oceana?3.5 that supports deployment on the Amazon Web Services (AWS) platform, how many agents are supported?

A. 2000

B. 1500

C. 4500

D. 1000

Correct Answer: A

Reference: https://downloads.avaya.com/css/P8/documents/101051640

QUESTION 5

Refer to the exhibit.

Agent Configuration						
Agent ID	**Agent Name**	**Login ID**	**Supervisor ID**	**Supervisor Name**	**Multiplicity**	**Channel**
agent40013@avaya.com	Agent40013 ChatV	agent40013@avaya.com	agent40025@avaya.com	demo supervisor25	1	Chat
					1	Email
					1	ShortMessageService
					1	Voice
agent40014@avaya.com	Agent40014 Voice	agent40014@avaya.com	agent40025@avaya.com	demo supervisor25	1	Chat
					1	ShortMessageService
					2	Email
agent40020@avaya.com	Demo Agent40020	agent40020@avaya.com	agent40025@avaya.com	demo supervisor25	3	Chat
					3	Email
					3	ShortMessageService
					2	Chat

Based on the information shown in the exhibit, which two report types are applicable for this template? (Choose two.)

A. Dashboard Report

B. Custom Report

C. Historical Report

D. Real-time Report

Correct Answer: CD

QUESTION 6

Oracle provides a Remote Diagnostic Agent (RDA) to gather logs. Which procedure collects the Oracle logs for Database Server?

A. $ cd Oracle_Home/oracle_common/rda $ ./rda.sh --SCR BAM

B. $ cd Oracle_Home/oracle_common/rda $ ./rda.sh

C. $ cd Oracle_Home/oracle_common/rda $ ./rda.sh --vdSCR DB

D. $ DOMAINHOME/bitools/bin/diagnostic_dump.sh

Correct Answer: B

QUESTION 7

After installing the Avaya Oceana stream analytics server all the applications are in running state except

for the RefInputAdaptor application, which is still in the Resolving state.

Which two reasons can explain why the Application is in the Resolving state? (Choose two.)

A. Kafka Services are not running in OSA server

B. InputAdaptor Services are not running in OSA server

C. Oceana ref group is not active in the avaya breeze

D. AdminData Application services are not initiated properly

E. SSL certificates are not imported properly

Correct Answer: AB

QUESTION 8

After installing Avaya AnalyticsTM the customer is not able to see any data in the Business Intelligence

historical reports Agent Configuration query data.

Which two workarounds will you suggest to the customer? (Choose two.)

A. Check the Entropy value for the Business Intelligence (BI) server.

B. Check that Business Intelligence (BI) services are running in the BI server.

C. Check the database listener in the Oracle database server.

D. Check the database tables in the Oracle database server.

E. Check Oracle_DIAgent in the Oracle data integrator server.

Correct Answer: BE

QUESTION 9

Regarding Avaya AnalyticsTM 3.5, where is the ODI component installed?

A. DB Server

B. A dedicated server for ODI

C. SS Server

D. OBI Server

Correct Answer: D

Reference: https://downloads.avaya.com/css/P8/documents/101051617 (54)

QUESTION 10

Which statement describes the licensing for Avaya Analytics 3.5?

A. Avaya Analytics is included in Avaya Oceana by default, and one separate quote in Avaya One Source (A1S) is required for each Oracle components.

B. Avaya Analytics is included in Avaya Oceana by default, and no separate quote in Avaya One Source (A1S) is required.

C. Avaya Analytics is included in Avaya Oceana by default, and one more separate quote in Avaya One Source (A1S) is required.

D. Avaya Analytics is not included in Avaya Oceana by default, and a separate quote in Avaya One Source (A1S) is required.

Correct Answer: C

QUESTION 11

Which script is used to start the Business Intelligence (BI) server, and from which directory?

A.

```
Script=>./start.sh
Directory=> /home/oracle/Oracle/Middleware/Oracle_Home /user_projects/domains/bi/bitools/bin/
```

B.
```
Script=>./start.sh
Directory=>/home/oracle/Oracle/Middleware/Oracle_Home /user_projects/base_domain/bitools/bin/
```

C.
```
Script=>./start.sh
Directory=> /home/oracle/Oracle/Middleware/Oracle_Home /user_projects/domains/bi_domains/bin/
```

D.
```
Script=>./start.sh
Directory=>/home/oracle/Oracle/Middleware/Oracle_Home /user_projects/domains/bitools/bin/
```

B. C. D.

Correct Answer: A

Reference: https://documentation.avaya.com/bundle/DeployingAvayaAnalyticsforOceana_r35/page/
Configuring_a_secure_connection_to_the_OBIEE_web_interfaces.html

---

QUESTION 12

To confirm that there are no errors preventing the OSA server from running successfully, which three log files can the customer review after installing the OSA Server? (Choose three.)

A. AdminData.log – Monitor for Admin data PUMPUP events.

B. AvayaAnalytics_InputAdaptor.log – Monitor for UCM data PUMPUP events.

C. AvayaAnalytics_AdminData.log – Monitor for Admin data PUMPUP events.

D. Server.log – Monitor for Application Errors.

E. InputAdaptor.log – Monitor for UCM data PUMPUP events.

Correct Answer: BCD