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Exam : 74950X

**Title : Avaya Oceana™ Solution
Integration Exam**

Version : DEMO

1.Which snap-in provides a single interface through which client components can manage and retrieve customer Information from Context Store, Multimedia Database and CRM?

- A. OceanaCoreDataService Snap-in
- B. ContactCenterService Snap-in
- C. CustomerManagement Snap-in
- D. CustomerJourneyService Snap-in

Answer: C

2.AVA is required for providing which two integrations for Avaya Oceana® 3.5 solution? (Choose two.)

- A. Avaya Chatbot
- B. Avaya Mobile Video
- C. Webchat
- D. SMS
- E. Social Media

Answer: AC

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101054790>

3.Which snap-in is required for implementing POM in an Avaya Oceana ® solution?

- A. ORCRestService
- B. AgentControllerService
- C. AutomationController
- D. OBService

Answer: D

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101051672>

4.For the implementation of an Avaya mobile Video solution, which two additional components are required? (Choose two.)

- A. Avaya Aura® Web Gateway
- B. Avaya Mobile Video Gateway
- C. Avaya Aura® Media Server
- D. Equinox Management Server
- E. Avaya Aura® Session Manager

Answer: CA

5.While deploying the Avaya Oceana® solution, it is recommended that the customer provide an External data mart (EDM) database for Context Store.

Which three databases are supported for EDM deployment? (Choose three.)

- A. Sybase
- B. Informix
- C. Microsoft SQL Server
- D. PostgreSQL
- E. Oracle Database

Answer: CDE

Explanation:

Reference: https://documentation.avaya.com/bundle/DeployingAvayaOceanaSolution_r34/page/Create_the_database_for_External_Data_Mart.html