

## 3309<sup>Q&As</sup>

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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### QUESTION 1

Consider that Proactive Outreach Manager (COM) has been implemented, administered and is now in live production. The POM Monitor can be used for real-time monitoring of the active campaigns and data imports. Which two statements are correct? (Choose two)

- A. A global user that has POM administration and POM Campaign Manager roles can monitor all the campaigns and data imports across all organizations.
- B. An organization user can monitor campaigns and data Imports created by the users belonging to the specific organization.
- C. The Avaya Aura Experience Portal super-root user can monitor all the campaigns and data imports | across all organizations.
- D. Lightweight Directory Access Protocol (LDAP) has to be configured to enable users to have appropriate privileges to monitor POM Campaigns in real-time.

Correct Answer: AB

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### QUESTION 2

You have just installed Proactive Outreach Manager (POM) 2 SP or newer on your Avaya Aura Experience Portal (AAEP) 6.0. You run your first campaign and the POM monitor appears to show an Active Job, but no outgoing call appears to be

made. You notice the following entry in the CmpMgrService.out log file:

CmpMgrService.out

```
@2011-10-21-10-24-18|P_POMCM002 | ERROR| POMCM | | Out call web service returned fault: user does not have permission to run this Web Service | 192.9.84.93####
```

Which step must you take to correct the issues and continue with this procedure?

- A. Login to Experience Portal Manager (EPM) using a user with an assigned role of "POM Campaign Manager" and restart the campaign
- B. Logging to EPM using a user with an assigned role of "Web Services" and restart the Campaign
- C. Login to (EPM) using a user with an assigned role of "Administration" and ensure that the outcall user name administered in POM Configuration > POM Server > outbound Settings> voice Server link has the assigned role of "Web Services"
- D. Login to EPM using a user with an assigned role of "Administration" and ensure that the outcall user name administered in POM Configuration > POM Server > Outbound Settings > Voice Server link has assigned the role of "POM Campaign Manager".

Correct Answer: C

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### QUESTION 3

Which three services are registered as a part of Intelligent Customer Routing (ICR) Core installation? (Choose three)

- A. icrcca
- B. icrcore
- C. icrwebservice
- D. terracottasrv
- E. tomcat

Correct Answer: BCD

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#### QUESTION 4

A customer wants to connect Avaya Aura Experience Portal to the existing company Oracle database. Where do you get the Oracle Java Database Connectivity (JDBC) driver?

- A. <http://support.avaya.com>
- B. <http://www.oracle.com>
- C. The Experience Portal DVD
- D. The Oracle JDBC driver is installed automatically

Correct Answer: B

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#### QUESTION 5

Which menu provides details about the running calls being handled by Intelligent Customer Routing R)?

- A. Call Center
- B. ICR Manager
- C. ICR Monitor
- D. Standard Report

Correct Answer: D

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#### QUESTION 6

When configuring a scheduled report on the Avaya tie types may be selected? (Choose three)

- A. .doc (Microsoft Word)
- B. .xls (Microsoft Excel)

- C. .pdf (Portable Document Format)
- D. .jpg (Digital Image)
- E. .csv (Comma separated value)

Correct Answer: BCE

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#### QUESTION 7

Which field on the MRP Servers page specifies the IP address the speech server must server must use to communicate with the MRP when processing Automatic Speech Recognition (ASR) and text to speech requests?

- A. Network Address (VoIP)
- B. Host Address
- C. Network Address (MRCP)
- D. Network Address (AppSvr)

Correct Answer: C

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#### QUESTION 8

Which two statements below about infinite campaigns are true? (Choose two)

- A. Infinite Campaign does not terminate by itself after processing all contacts.
- B. Infinite Campaign terminates automatically after processing all contacts.
- C. To terminate an Infinite Campaign, manual intervention is required.
- D. Infinite Campaign terminates only when all agents log off from the campaign.
- E. Infinite Campaign is designated by Campaign Type 0.

Correct Answer: AC

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#### QUESTION 9

When performing a backup of the Avaya Aura Experience Portal (AAEP), which two operating systems are supported for the backup server? (Choose two)

- A. Microsoft Windows
- B. Linux
- C. Oracle Solaris
- D. Unix

E. IBM AIX

Correct Answer: AB

#### QUESTION 10

A customer has chosen the Avaya Aura Experience Portal (AAEP) software-only offer. Which version of Linux should the customer install before installing AAEP 6.0?

- A. Red Hat Enterprise Linux Server 6.0 (x86)
- B. Red Hat Enterprise Linux Server 6.0 (x86\_64)
- C. Red Hat Enterprise Linux Server 6.1 (x86)
- D. Red Hat Enterprise Linux Server 6.1 (x86\_64)

Correct Answer: A

#### QUESTION 11

A customer creates a campaign but it is failing to start. Which two logs should be checked for possible error messages? (Choose two)

- A. \$POM\_\_HOME/logs/PIM\_CmpMgr.log\* log files
- B. \$POM\_HOME/logs/PIM\_CmpDir.log\* log files
- C. \$POM \_HOME/logs/PIM\_Web.log log\* files
- D. \$POM\_.HOME/logs/CmpMgrService.out\* log files
- E. \$POM\_HOME/logs/CmpDirService.out\* log files

Correct Answer: AB

#### QUESTION 12

You have just installed Proactive Out roach Manager (POM) 2 SP 4 or newer on your Avaya Aura Experience Portal (AAEP) 6.0. You run your first campaign and the POM monitor appear to show an Active Job, but no outgoing calls appear to

be made. You notice the following entry in the CrnpMgrService.out log file:

CmpMgtService.out

@2011-10-21-02-32-43|P\_POMCM002|ERROR|POMCM|||OUT call web service returned fault:

Transport error: 401 Error: Unauthorized | 192.9.84.93 #####

Which step must you take to correct the issues and continue with this procedure?

A. Login to Experience Portal Manager (EPM) using a user with an assigned role of "Administration" and ensure that the Outcall User Name and Password administered in POM Configuration > POM Server > Outbound Settings > Voice Server link is the same as in User Management > Users > and that it is enabled and not locked.

B. Login to EPM using a user with an assigned role of "Administration" and ensure that the Outcall User name administered in POM Configuration > POM Server > Outbound Settings > voice Server link has the assigned role of "Web Services".

C. Login to EPM using a user with an assigned role of "Administration" ensure that the Outcall U Name and Password administered in System Configuration > VPMS Servers > VPM5 Settings > Web Service Authentication > Outcall is the same as in User Management > Users > and then enabled and not locked.

D. Login to EPM CLI using a Linux user with root permissions and ensure that the Outcall User Nan and Password administered in POM Configuration > POM Server > Outbound Settings > Voice server link contains a valid password and" is not locked.

Correct Answer: B

### QUESTION 13

Your client reported they received an alarm message from the Avaya Proactive Outreach Manager (POM):

code P\_POMCD007, Event text Schedule Manager Could Not Be Started. What would you check to identify the cause of this message?

A. Verify that the Media Processing Platform (MPP) is operational.

B. Verify that the application server is working correctly.

C. Verify that the Experience Portal Manager (EPM) can communicate with the MPP.

D. Verify that the database is valid and is functioning.

Correct Answer: D

### QUESTION 14

Your Avaya Aura Experience Portal has been in operation for several months; and you notice that the /var file system has only 50% of the file storage space available. Which two log files should be checked to see if their size needs to be decreased? (Choose two)

A. Apache/httpd logs

B. Tomcat logs

C. PostgreSQL logs

D. Process Logs

E. Transcriptions Logs

Correct Answer: AC

**QUESTION 15**

Which Intelligent Customer Routing (ICR) component load balancing routing requests across multiple ICR Cores?

- A. the ACR call Control application (CCA)
- B. the ICR Pluggable Data Connector (PDC)
- C. the ICR Core
- D. the Self Service Application (SSA)

Correct Answer: B

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