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3309

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

Version 1.0

Exam B

QUESTION 1
The Alarm Manager page on Experience Portal Manager shows an Alarm:
Q_ICR62006: User-to-User header is missing from SIP response 183 Session Which Avaya product in the deployment is not configured correctly?

A. Avaya Aura Communication Manager
B. Avaya Aura Session Manager
C. Intelligent Customer Routing
D. Avaya Aura Experience Portal

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
You have installed an Orchestration Designer application on a Tomcat application server and try at call to the application. The test call fails.

What is the best way to validate the application installation?

A. Check the Avaya Aura experience Portal (AAEP) System Monitor.
B. Check AAEP administration System Maintenance > Log Viewer
C. Open a browser window and access the application
   Http:// <host>: <port>/<application name>/index.html
D. Look at the Application Detail Report in the AAEP administration.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
What is the last step that is required after successful installation of intelligent Customer Routing (ICR) Core?

A. Restart the terracotta service.
B. Restart the ICR Core service.
C. Restart the httpd service.
D. Reboot the machine.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4
Your client reported the multi-server Avaya Aura Experience Portal (AAEP) local PostgreSQL database has become corrupted and you have determined you must restore the database from a backup of the system. After

restoring the database from the backup, which three actions must be performed? (Choose three)

A. Restart the vpms service on the Experience Portal Manager (EPM).
B. Reconnect each Media Processing Platform (MPP) with the EPM.

C. Restart the MPP service from the EPM.
D. Restart the avpSNMPAgentSvc on the EPM.
E. Install a new license file on the EPM.

Correct Answer: ABD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
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 shoe an Active Job, but no outgoing call spears 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 "WebServices"
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 "POMCampaign Manager".

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6 After installing a five server Avaya Aura Experience Portal (AAEP) system you check the port distribution page only to see the name of the media Processing Platform (MPP) servers in the system have allocated ports.

Which two are the most probable causes of this issue? (Choose two)

A. The AAEP WebLM license has expired; either it was a temporary license or the client's Enterprise WebLM server is down
B. One or more MPP system resources are overloaded
C. The specified VoIP gatekeeper or SIP gateway is incorrect
D. The Postgres service on the Experience Portal manager (EPM) is not running

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
Which three are exit reasons in an Intelligent Customer Routing (ICR) CCA Session detail report? (Choose three)

A. Call completed
B. Call failed
C. Call completed in SSA

D. Call routed
E. Call transferred

Correct Answer: CDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8
On an existing Avaya Proactive Outreach Manager (POM) server, what three are required when configuring a voice campaign? (Choose three)

A. the IP of the POM server
B. an existing contact strategy
C. the Call Classification Analysis (CCA) timeout to be used
D. an existing contact attribute
E. sufficient voice ports and POM CCA licenses

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10 Your client reported their Avaya Proactive Outreach Manager (POM) campaign is playing this message to their customers:

The system is experiencing technical difficulties.

Which two steps would you take to identify the likely cause of this message? (Choose two)

A. Verify that th.ir H.323 or SIP ports are in service and that there are POM licenses available
B. If the application uses Text to Speech (TTS), verify the Speech Server is working and is licensed correctly.
C. Ensure that the Experience Portal Manager (EPM) can communicate with the Avaya Aura Communication Manager (AACM).
D. If the application uses recorded .wav files, ensure the Media Processing Platform (MPP) can e files.
E. Ensure that the Short Message Service (SMS) server is not down.

Correct Answer: AB

QUESTION 11 You are preparing to build a large 1200 port Avaya Aura Experience Portal (AAEP) system and the client has asked you to protect the information contained in the calls to and from all of the extended servers.

Which three choices will meet this requirement? (Choose three)

A. Encrypt H.323 call control between the media Processing Platform (MPP) and the Avaya Communication Manager server
B. Encrypt audio data to and from the speech servers by using MRCP V2 protocol (Media Resource Control Protocol) with TLS (Transport Layer Security) enabledC. Partition the client data network to limit the exposure of certain non-encrypted VoIP components of AAEP system to the corporate network
D. Disable the HTTPS protocol on your application servers and use HTTP only
E. Encrypt Real-Time Transport Protocol (RTP) audio data between the MPPs and the Avaya communication Manager feature server

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12 When installing Avaya Proactive Outreach Manager (POM) software on the Avaya Aura Experience Portal (AAEP) in a multiple Experience Portal Manager (EPM) configuration, on which server must the POM EPM plug-in be installed?

A. the primary EPM server
B. an auxiliary EPM server
C. the remote application server
D. a Media Processing Platform (MPP) server

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13 Which statement about user
permissions is true?

A. When logged in as org user, all global and organization based information can be seen, but only organization specific data can be edited.
B. When logged in as admin user, all global and organization based information can be seen, but only non organization specific data can be edited.
C. When logged in as admin user, only global information can be seen and edited.
D. When logged in as org user, only the information for the organization to which we belong can be seen and edited.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14 When installing Avaya Proactive Outreach manager (POM) software on the Avaya Aura Experience Portal (AAEP), which two interfaces may be used to install the software?
(Choose two)

A. The Tomcat Administration Screen

B. The AAEP Web administration POM menu
C. The graphical user interface (GUI)
D. The command line interface (CLI)
E. The Remote Desktop

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
You need to identify whether your customer is using an enterprise license server to push an allocation license file down to local WebLM server on the Avaya Aura Experience Portal (AAEP) or if the license resides permanently on the AAEP.
How will you determine what mode of license is being used?

A. At the Linux CLI level navigate the $CATALINA_HOME/Webapps/WebLM/license and lists the files with the is-1 command. If the file naming conversation is in the format of ALF_XXXXXXXXXXXXX.xml, then an allocation license hasbeen pushed from an Enterprise License Server.
B. At the Linux CLI level navigate to $CATALINA_HOME/Webapps/WemLM/META-INF and list the files with the is-1 command. If the file naming conversation is in the format of ALF_XXXXXXXXXXXX.xml, then an allocation license hasbeen pushed from an Enterprise License Server.
C. At the Linux CLI level, navigate to $CATALINA_HOME/webapps/WebLM.data/log and list the files with the is–1 command. If the file naming conversation is in the format of ALF_XXXXXXXXXXXXX.xml, then an allocation license hasbeen pushed from an Enterprise License Server.
D. At the Linux CLI level, navigate to $AVAYA_VPMS_HOME.lib.wecapps/WebLM/license and list the files with the is–1 command. If the file naming conversation is in the format of ALF_XXXXXXXXXXXXX.xml, then an allocation licensehas been pushed from an Enterprise License Server

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
Avaya Proactive Outreach Manager (POM) requires access to a database. Which two database types are supported? (Choose two)

A. Sybase 12.5 or higher
B. Oracle 0.0 or higher Id
C. Informix 9.21.UC4
D. MS SQL Server 2000
E. Postgres 8.2.3 or higher

Correct Answer: BE

QUESTION 18
A technician determines that even though the Intelligent Customer Routing (IC-R) Core is function correctly, ICR Core logs are not displayed under Log Viewer of experience Portal Manager. Which

two properties in the icrcore.properties file need to be corrected? (Choose two)

A. ICRAdminUKI
B. VPRemoteLogWebService
C. ICRSipUserName
D. ICRSipTCPPort
E. VPProductID

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Your customer has configured VoIP connectivity on Avaya Aura Experience Portal. Calls made to the system are not responding with the correct speech recognition response.

What two items should he checked to resolve this situation? (Choose two)

A. the audio/basic and audio/x-alaw-basic settings In the Web Administration screen
B. the content of the Avaya network log server.log/log
C. the Call Data Summary Report
D. the error logs in the speech recognition server

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20
You want to setup a single server Avaya Aura Experience Portal system. Which three components can co-reside on a single server? (Choose three)

A. Application server
B. Primary Experience Portal Manager (EPM)
C. Auxiliary EPM
D. Media Processing Platform (MPP)
E. Telephony server

Correct Answer: ABD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
The Avaya Aura experience Portal (AAI P) system consist of which two major subsystems? (Choose two)

A. Application Enablement Services (AES)
B. Media Processing Platform (MPP)
C. Private Brain Exchange (PBX) servers
D. Experience Portal Manager (EPM)
E. Avaya Media Servers (AMS)

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22
In preparation for upgrading an Avaya Voice Portal system to Avaya Aura Experience Portal (AAI P) 6.0, you Install a new Red HAT Enterprise Server Release 6.0 32 bit on a single CPU 1.6 GHZ server with 2 GB RAM. During AAEP installation you receive errors from the Prerequisite Checker.

Which two steps must you take to correct the issue-; and continue with this procedure? (Choose two)

A. Bypass the Prerequisite Checker as it provides only a recommendation and not a requirement to run AAEP.
B. Replace or upgrade the server with a minimum of Dual Quad Core 1.6 GHz Pentium 4 or equivalent processors.
C. Upgrade Red Hat ELS 6.0 OS from 32 bit to 64 bit as it is able to make more efficient use of the 2 GB RAM.
D. Upgrade the server to a minimum of 4 GB of RAM.
E. Upgrade the server to a minimum of 320 GB Disk, 7200 RPM.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23 Which statement about Auxiliary Experience Portal Manager
(EPM) is true?

A. Only one Auxiliary EPM server can be added per Avaya Aura Experience Portal (AAEP) 6.0 system.
B. More than one Auxiliary EPM server can be added per AAEP 6.0 system.
C. Auxiliary I PM ran be installed on a single server AAEP system.
D. Auxiliary EPM can be Installed co-resident with MPP server.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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
Section: (none)

Explanation
Explanation/Reference:

QUESTION 25
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
You have just installed Proactive Outreach Manager (POM) '? SP A or newer on your Avaya Aura Experience Portal (AAI P) 6.0- You attempt to start the POM services and receive the following message:

Connection to the database failed. Please configure the database before starting POM server.

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

A. The password for the PostgreSQL user Postgres is incorrect. Login to Experience Portal Manager (EPM) from Linux prompt with Postgres user permissions and run psql VoicePortal; alter user Postgres password 'password'; \q
B. The $CATALINA_HOME/lib/config/voiceportal.properties file information is incorrect. Login to EPM from Linux prompt with root user permissions and either replace it with a correct copy or run $AVAYA__HOME Support/VP_Tools/SetDbPassword/SetDbPassword.sh update -u Postgres -p password.
C. The PostgreSQL database is not running. Login to EPM from Linux prompt with root user permissions and run "service Postgres ql start
D. The SPOM_HOME/config/PIMHibernate-cfg.xml file information is incorrect. Login to EPM from Linux prompt with root user permissions and either replace it with a correct copy or run $POM_HOME/bin/installDB.sh SPOM_HOME.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
After building an Avaya Aura Experience Portal (AAEP) system yon choose to install additional pack, from the Red Hat distribution media (such as mod_nss package from the Servers/Web Servers section and download updates to existing packages. You now find that you are unable to access AAEP web administration pages.

Which statement is true?

A. Adding additional software packages not normally required by AAEP may require configuring new packages to use alternate network ports not reserved by Experience Portal.
B. Updating existing software packages on AAEP servers to newer releases than the ones delivered by or validated by AAEP installation media is supported and will not impact AAEP operatic upgrades at a later date.
C. Adding additional software packages on the AAEP servers other than the ones delivered by or validated by AAEP Installation media is supported and will not impact AAEP operations or upgrades at a later date.
D. You can install antivirus software on the AAEP servers. Make sure you use on-access scanning where your antivirus software runs whenever a file is changed. In addition, enable it to start scanning at the system startup by default. Thesefeatures will riot interfere with AAEP performance or the time that it takes for an AAEP system to come back online after a reboot.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
What determines the number of licenses that are used for a given Proactive Outreach Manager (POM) campaign?

A. the Campaign Strategy
B. the POM Campaign Director
C. the Priority of the Campaign
D. the POM Campaign Manager

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31
In the Intelligent Customer Routing (ICK) deployment, all agents in the call center are either logged out or in Auxiliary mode.

Which is an accurate description of how ICR handles a call arriving in the system?

A. The ICR Core performs polling and provides a result which suggests routing the call to this call center. The ICR Call Control Application (CCA) launches the Walt Treatment Application (WTA) and routes the call.
B. The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA launches the Generic Error Handling Application (EHA).
C. The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA disconnects the call.
D. The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA launches the Non Business Hours Application.

Correct Answer: A
Section: (none)

Explanation

Explanation/Reference:

QUESTION 32
A technician has upgraded the Primary Experience Portal Manager (EPM) and finds that the Auxiliary EPM is no longer able to communicate with it.

Which corrective action must be taken?

A. Restart httpd on the Auxiliary EPM.
B. Log into Linux on the Media Processing Platforms (MPPs) and run bash setup_vpms.php<Auxiliary EPM>.
C. Log into Linux on the MPPs and run bash setup_vpms.php<Primary EPM>.
D. Upgrade the Auxiliary EPM.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
A technician has upgraded the Primary Experience Portal Manager (EPM) and finds that the Auxiliary I I'M |is no longer able to communicate with it.
Which corrective action should be taken?

A. Restart httpd on the Auxiliary EPM.
B. Log into Linux on the Media Processing Platforms (MPPs) and run bash setup_vpms.php <Auxiliary EPM>C. Log into Linux on the MPPs and run bash setup_vpms.php <Primary EPM>
D. Upgrade the Auxiliary EPM.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
Which two user roles can be used to add, change, or delete the Intelligent Customer Routing (ICR) Control Application on the Experience Portal Manager? (Choose two)

A. Administration
B. Web Services
C. Maintenance
D. Operations
E. ICR Administrator

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36 A/hen 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Your client reported they were monitoring a campaign for Proactive Outreach Manager (POM) from the Avaya Aura Experience Portal (AAI P) Web Administration POM Monitor screen and they observed a message "Resource temporarily Unavailable."

Which two steps would you take to identity the cause of this message? (Choose two)

A. Verify that the Media Processing Platform (MPP) is operational
B. Verify that the text-to Speech (TTS) Speech Server is working and is licensed correctly
C. Verify that the Experience Portal Manager (EPM) can communicate with the Avaya Aura Communication Manager (AACM)D. Verify that the WebLM license is not expired arid verify if you have configured the required number
E. Verify that the Short Message Service (SMS) server is not down.

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
You have received alarm event "QSYSM00056 MPP disk use (85% percent) has exceeded the configured low threshold of 80 percent" on your co-resident Avaya Aura Experience Portal server. Your login to the server and run the below Red Hat administrative command to review disk space usage:

[scroot@vp-a1/] # -b - - max – depth = 1 – h/
20K /mnt
12M /tmp
10.8G/home
5.9M /bin
24K /root
91.3G /opt

85G /var
16G /

Which three folders are most likely to contain files which can be deleted to make room on the server disk? (Choose three)

A. /var/llb/pgsql/data
B. /home
C. /var/spool/mail
D. /opt/Avaya/InstallAgent/download
E. /opt.Tomcat/apache-tomcat-6.0.32/webapps

Correct Answer: ABD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39 A customer has just upgraded Voice Portal 5.x to Avaya Aura Experience Portal 6.0, hut the license not upgraded. What is the grace period provided by the system, for upgrading the license?

A. 3 days
B. 7 days
C. 15 days
D. 30 days

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40
A customer has installed Avaya Aura Experience Portal, but no port was specified in the configuration the WebLM server. What is the default port used by the WebLM server?

A. 443
B. 8443
C. 8080
D. 28443

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41 Which two statements about the "priority" of a campaign are
true? (Choose two)

A. Available priorities are 1-10
B. The priority of the campaign determines the number of licenses allocated by Proactive Outreach Manager (POM) to a particular campaign during execution.
C. The priority of the campaign determines when the campaign will start.
D. Available priorities are 1-5
E. Campaign priority determines the media channels used by a campaign

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42 Which level of permission should the directory have, if the Installation DVD files of Avaya Aura Experience Portal are accessed from a shared network directory or local directory?

A. readable by all users
B. readable by root or sroot
C. readable by avayavp
D. readable by all Avaya service accounts

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43
Your client upgraded their Voice Portal to an Avaya Aura Experience Portal (AAEP) and upgraded Avaya Proactive Outreach Manager (POM) software. Now their POMDriverApp application which is located on a separate application server is not working.
What would be causing this problem?

A. A remote database was not configured on the AAEP.
B. The new POMDriverApp provided with the POM software was not deployed on the application server.
C. There are no Announcement Port licenses available for the POMDriverApp.
D. The user has incorrect roles assigned.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
A customer has chosen the Avaya Aura Experience Portal (AAEP) software only offer.
What are the minimum hardware specifications for a customer supplied AAEP server machine?

A. dual 1.8 GHz Pentium 4, z GB of RAM, 100/1000 Base-T Ethernet controller full duplex
B. single 2.4 GM/ Pentium 4 with hyper threading enabled, 4 GB of RAM, 100/1000 Base-T Ether controller full duplex
C. dual 1.6 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller full duplex
D. dual 1.8 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller half duplex

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
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 > VoiceServer 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 "WebServices".

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 thesame 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" isnot locked.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46
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 arc 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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47 Under Skill configuration, the cache freshness Is 10 seconds and slacktime is 5 seconds.

When the first call arrives into the system, Intelligent Customer Routing (ICR) Core performs polling and updates cache with the routing result for this skill and provides routine] Information to this < After 12 seconds, another call arrives for the same skill.

What would happen next?

A. ICR Core performs polling and updates the cache. II then provides routine) information to this call.

B. ICR Core provides routing information from the cache. It then performs polling and updates the cache.

C. IRC Core will not perform polling. It provides routing information from the cache.

D. ICR Core performs polling and provides routing information, but the cache is not updated.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48 You are installing a new Avaya Aura Experience Portal system.

Which three Experience Portal Manager (EPM) web pages must you configure in order to get the system to take a call? (Choose three)

A. Alarm Codes
B. Applications
C. EPM Servers
D. MPP Servers
E. VoIP Connections

Correct Answer: CDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49
Before installing Avaya Proactive Outreach Manager (POM) software on the Avaya Aura Experience Portal (AAEP) system Unit will perform voice campaigns, which three features must be enabled or configured on the AAI P? (Choose three)

A. A remote database.
B. Adequate telephony ports are available on the AAEP equal to or greater than number of POM ports.
C. H.323 or SIP ports configured and in service.
D. A separate application server is required to run POM applications.
E. The correct number of AAEP and POM licenses for features required.

Correct Answer: BCE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51 Which completion code is updated when any contact gets restricted due to Do
Not Call (DNC)?

A. DNCREQ
B. DNC
C. Restricted DNC
D. Restricted

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52 Which two statements about a completion code are
true? (Choose two)

A. When using a custom completion code, it needs to be included in a contact strategy.
B. When using a custom completion code, it needs to be selected using the campaign Creation Wizard (CCW) while creating a campaign.
C. One needs to include a system completion code in CCW to use a completion code.
D. Completion codes are hard coded and new completion codes cannot be created.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
What three external systems are included in the Avaya Aura Experience Portal solution? (Choose three)

A. Application servers (AS)
B. Automatic Speech Recognition (ASR) and Text-to-Speech (TVS) speech servers
C. Avaya Media Servers (AMS)
D. Avaya Aura Communication Manager (AACM) servers and/or SIP Gateway servers
E. Media Processing Server (MPS)

Correct Answer: ABD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54 In the Intelligent Customer Routing (ICR) deployment, Chicago and Denver are the two call centers. Both call centers have an equal number of agents to handle calls for a specific skill. You want to route more calls to the Chicago call center.

What needs to be done while configuring Skill and Vector Directory Number (VDN)?

A. On the Skill configuration page, configure the Agent Strategy as "Preferred location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for VDN onDenver call center.
B. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for the VDN on Denvercall center.
C. On the Skill configuration page, configure the Agent Strategy as "Preferred Location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN onthe Chicago call center.
D. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on theChicago call center.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
You have setup up an application server and installed the runtimeconfig.war. When accessing the runtimeconfig web application http: //<hostname>: <port>/runtimeconfig), you receive the following error:

org.apache, jasper.JasperException: javax.servlet.ServletException: java lang.NoClassDefFoundError: com/avaya/runtimecommon/plat forms/Tool kit How

do you correct this Issue?

A. Re-install the runtimeconfig.war file.
B. Make sure the runtime support files are installed in the correct location.
C. Restart Avaya Aura Experience Portal.
D. Check that the Web License Manager (WebLM) is running. If not start WebLM.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57
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
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58
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
Section: (none)
Explanation
Explanation/Reference:

QUESTION 59
You have installed an application that uses the VoiceXML <log> tag, but you <lo not see any data from the application when you run an Application Detail Report. What should you do to fix the problem?

A. On the Report Data Configuration page of the Experience Portal Manager (EPM), enable Download VoiceXML log rags.
B. On the Report Data Configuration page of the EPM, enable Periodic Download.
C. On the Change Application page of the EPM, enable Allow VoiceXML Log Tag.
D. Start your Media Processing Platform (MPP) servers.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
You need to check the Avaya Aura experience Portal (AAEP) Proactive Outreach Manager (POM) licensing screen. Which field(s) may be altered?

A. the Short Message Service (SMS) and Email Connection along with the Maximum Outbound Ports
B. the Maximum Outbound Ports
C. the SMS and Email Connections
D. the Email Connections and the Maximum Outbound Ports

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 61
Your customer reports that no outbound calls are occurring for Proactive Outreach manager (POM) campaign for a new installation. Which configuration should be checked?

A. The global configuration data for POM; you need to check that the POM server, Campaign Manager, Campaign Director, and Postgres database are running
B. You need to check that the POM server, Campaign Manager, Campaign Director, Apache Web Server, and Postgres database are running
C. You need to check that the POM server, Campaign Manager, Campaign Director, Apache Web Server, ntpd Daemon, and Postgres database are running
D. You need to check that the POM server, Campaign Manager, Campaign Director, Apache Web Server, Tomcat Service and Postgres database are running

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 62
A customer has added a Contact Data source and then runs the upload, which then fails. Which log should be checked for possible error messages?

A. $POM_HOME/logs/PIM_CmpMgr.log* log files
B. $POM_HOM£/logs/PIM_CmpDir.log* log files
C. $POM_HOME/logs/PIM_Web.log log files
D. $POM_HOME/logs/CmpMgrService.out* log files
Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 63
You are preparing to build an Avaya Aura Experience Portal (AAEP) software-only system and have chosen to use Oracle Linux Server Release 6.0 64bit operating system. Which two statements are true? (Choose two)

A. Oracle Linux Server software is not an approved operating system for hosting AAEP 6.0 servers.
B. 64 bit operating systems are approved for hosting AAEP servers.
C. Either Red Hat Enterprise Linux 6.0 32bit or oracle Linux Server Release 6.0 32 bit can be used for hosting AAEP 6.0 servers.
D. Either fedora core 6 32bit or SUSE Linux Enterprise Server 11 32bit can be used for hosting AAEP 6.0 servers.
E. Either Red Hat Enterprise Linux 6.0 64bit or CentOS 6.0 64bit can be used for hosting AAEP 6.0 servers.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 64
You are about to install Avaya Aura Experience Portal (AAEP) on a server that already has Linux installed. Which three items should you verify before installing AAEP? (Choose three)

A. The server has a static IP address configured
B. The server has anti-virus software installed and running
C. The SELinux feature is set to 'Permissive' or 'Disabled'
D. The Linux firewall is disabled
E. NTP is configured to synchronize the server's clock with a reliable time source

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65
In a geographical redundant configuration for Proactive Outreach Manager (POM) 3.0, zone Afails and the campaign is taken over by zone B.

Which licenses are going to be used when running the campaign in the fail-over zone B?

A. the licenses of zone A
B. the licenses of zone B
C. The licenses of both zone A and B are available to all campaigns now running in zone B.
D. Only licenses specifically marked in the WebLM as backup licenses are used for the campaign from zone A running In zone B.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66
Intelligent Customer Routing (ICR) is being deployed with two call centers, Chicago and Denver. The expectation is to route more calls to the Chicago call center than are routed to the Denver call center.
Which Skill and Destination configurations are required?

A. On the Skill configuration page, configure the Agent Strategy as "Preferred Location".On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the Chicago call center, compared to the Adjust By value for Polling VDN on Denver call center.

B. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA".
On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the
Chicago call center, compared to the Adjust By value for the Polling VDN on Denver call center.

C. On the Skill configuration page, configure the Agent Strategy as "Preferred Location".
On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the
Denver call center, compared to the Adjust By value for the Polling VDN on the Chicago call center.

D. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA".
On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the Denver
call center, compared to the Adjust By value for the Polling VDN on the Chicago call center.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67 If the "Generate UCID" field on the Application Launch Settings Advanced Parameters is set to "yes", which two statements are true?
(Choose two.)

A. This setting is used only if the CM does not send a UCID.
B. The UCID generated by the MPP overrides the CM UCID.
C. The MPP adds a two-digit application identifier to the UCID received from the CM.
D. The UCID from the Communication Manager (CM) is used regardless of the MPP setting.

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68 What happens when Proactive Outreach Manager (POM) 3.0 is installed on a system that already has an earlier POM
version installed?

A. The installation application will prompt you to 'upgrade' or 'uninstall'.
B. The installation application will prompt you to 'upgrade' or 'repair the existing' installation.
C. The installation application will overwrite the existing installation without asking, therefore you must backup the system beforehand.
D. The installation application will automatically 'uninstall' the existing version and start the installation of version 3.0.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69 When a call center is administered for Intelligent Customer Routing (ICR), what is the purpose of the Primary ACD
Identifier field?

A. The field sets the priority for routing to an ACD.
B. The field is used to differentiate ACD data feeds when ICR receives multiple data feeds from CMS for different ACDs.
C. The field is used to identify the link between the Session Manager and the Communication Manager.
D. The field is available for future use and is not currently used.

Correct Answer: A

Section: (none)
Explanation

Explanation/Reference:
Reference: http://maxacd.com/wp-content/uploads/2013/09/Advanced-Call-Router-Manual.pdf

QUESTION 70 Which two statements about infinite campaign are
true? (Choose two.)

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

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71 Which statement best describes the concept of Proactive Outreach Manager
(POM) campaigns?

A. A campaign is a collection of customer names, telephone numbers, and e-mail addresses.
B. A campaign is a strategy defining when to best contact contacts.
C. A campaign is a collection of contact records with contact attributes, a media channel to contact them, and a contact strategy that defines when and how to reach them.
D. A campaign is a group of agents assigned to a specific job/task.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72 What acts as the control center for all H.323 VoIP interactions in the Avaya Aura® Experience Portal
(AAEP) system?

A. the gatekeeper on the Communication Manager
B. the gatekeeper on the Session Manager
C. the proxy server on the Communication Manager
D. the proxy server on the Session Manager

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 73
To store and retrieve data, which account does the Experience Portal Manager (EPM) server use to log into the Avaya Aura® Experience Portal (AAEP) database?
A. reportwriter
B. avayavp
C. epmadmin

D. postgres

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference:
http://downloads.avaya.com/css/P8/documents/100183021

QUESTION 74 The Agent script editor allows the use of GUI elements such as text boxes and buttons within
the agent script.

In which situation are such elements used?

A. if the script is sent through an SMS to the contact
B. if the script is dynamic, because it automatically adjusts to answers given by the contact
C. if the script allows agents to change data in the contact database
D. if agents are allocated dynamically to the call, and they need to identify themselves

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75
In addition to the standard date and time filters, the ICR CCA Session Detail Report offers optional filters for what information? (Choose two.)

A. Abandon Reason
B. Exit Reason
C. Failure Reason
D. Re-queue Reason

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
On a Proactive Outreach Manager (POM) 3.0 system, 100 agents are available for campaigns. The total number of agents required for all running campaigns is 120.

When running a campaign requiring 30 agents, what information is needed to determine the number of agents to be assigned? (Choose two.)

A. the priorities of the campaigns on the system
B. the number of agents available for this specific campaign
C. the training that has been given to all agents
D. the skills of the available agents

Correct Answer: BC
Section: (none)
Explanation
Explanation/Reference:

QUESTION 77 A Postgres database is being used to support Proactive Outreach
Manager (POM) 3.0.

Why does the pg_hba.conf file need to be changed?

A. You need to ensure POM has the right privileges to access the database.
B. You need to enter the IP address of the database server for POM to be able to connect to it.
C. You need to set the TCP-port number of the database server for POM to be able to connect to it.
D. You need to ensure the database server has the right privileges to access the POM server.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
The Licensing Allocations page for a single server, non-zonal Avaya Aura® Experience Portal (AAEP) system shows 50 licensed H.323 ports.

Which two statements about the Allocated, Configured and Licensed columns of the licensing allocations page are true? (Choose two.)

A. When the system is operating normally, all three columns show the same values.
B. The Configured column value will always be the same as the Licensed value because you can only configure the number of ports for which you have licenses.
C. The value for the allocated H.323 ports may be greater than the value for licensed H.323 ports, but this indicates that the volume has exceeded capacity of the Media Processing Platform.
D. The number of allocated H.323 ports can be lower than the number of licensed ports.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79 In Global configuration the retry interval for nailing
can be defined.

Which statement describes nailing?

A. It is the selection of contact from the contact list.
B. It is the assignment of an agent to a campaign.
C. It is the assignment of an agent to a contact from the contact list.
D. It is the choice of a contact from a contact list.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80 Which two statements about the priority of a Proactive Outreach Manager (POM) campaign are true?

(Choose two.) A. Available priorities are 1-8.

B. Available priorities are 1-10.
C. The priority of the campaign determines when the campaign will start.
D. Campaign priority determines the media channels used by a campaign.
E. The priority of the campaign determines the number of licenses POM allocates to a particular campaign during execution.

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
When installing Avaya Proactive Outreach Manager (POM) 3.0 software on the Avaya Aura® Experience Portal (AAEP) 7.0, in a multiple Experience Portal Manager (EPM) configuration, on which server must the POM VPMS (POM EPM) plug-in be installed?

A. the primary EPM server
B. an auxiliary EPM server
C. the remote application server
D. a Media Processing Platform (MPP) server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
Proactive Outreach Manager (POM) 3.0 supports skill-based pacing for Avaya Aura® Call Center Elite (CCElite) and Avaya Aura® Contact Center (AACC).

Which statement describes this functionality?

A. Skill-based pacing for CCElite and AACC ensures the POM system places calls and/or sends outbound multi-media messages, such as SMS and e-mail, based on the number of agents available in the relevant skill.
B. Skill-based pacing for CCElite and AACC ensures the POM system places outbound voice calls based on the number of agents logged in into the relevant skill.
C. Skill-based pacing for CCElite and AACC ensures the Agent Manager (AM) releases outbound agents, when call volumes in the relevant skill go up and the skill requires additional agents.
D. Skill-based pacing for CCElite and AACC ensures the Campaign Director acquires outbound agents, when call volumes in the relevant skill go down and the skill no longer requires all available agents.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 83 When defining SMS browser settings, the number of threads
can be defined.

Which statement describes the term thread?

A. Threads are multi-media messages.
B. The thread defines the fetch time out.
C. Threads are parallel processes that fetch data from the SMS server.
D. Threads are conversations, consisting of sent and received SMS messages that belong to one customer contact.

Correct Answer: C
Section: (none)
Explanation
Explanation/Reference:

QUESTION 84
Parameters that affect how voice data is sent through the network are administered for which Avaya Aura® Experience Portal (AAEP) component?

A. Auxiliary EPM
B. Media Processing Platform
C. Primary EPM
D. Speech server

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85 Which statement describes
Agent blending?

A. Agent blending is the process of acquiring an agent for a job in a campaign.
B. Agent blending is the process of releasing agents from outbound jobs, if they are not needed for a campaign to which they have been assigned.
C. Agent blending is the process of monitoring an inbound skill, and moving agents to and from inbound/outbound to optimize inbound activities, while servicing outbound when possible.
D. Agent blending is the process of acquiring agents when an outbound service level is at risk.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86
When setting up a single server Avaya Aura® Experience Portal (AAEP), the system must communicate with a speech server to process ASR and TTS transactions.

Where do you define the Network Address (MRCP) that the speech server uses to communicate with the AAEP system?

A. From the EPM Servers page, enter the IP address of the speech server in the Network Address (MRCP) field.
B. Add the MPP and then from the MPP Servers page, enter the speech server IP address in the Network Address (AppSvr) field.
C. From the EPM Servers page, use the default entry in the Network Address (AppSvr) field.
D. Add the MPP and from the MPP Servers page, enter the IP address for the speech server in the Network Address (MRCP) field.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference:
https://downloads.avaya.com/css/P8/documents/003892124

QUESTION 87
In a multiple server deployment of Intelligent Customer Routing (ICR), which two ICR components can "install" on an Auxiliary EPM? (Choose two.)

A. ICR CCA
B. ICR Admin
C. ICR Core
D. ICR PDC

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88
If you need to verify whether the Proactive Outreach Manager (POM) Campaign Manager is running, which page on the system do you need to consult?

A. the POM Manager page
B. the POM Monitor page
C. the EPM Real-time monitor page
D. the POM Global Settings page

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89 Which Avaya Aura® Experience Portal (AAEP) component routes incoming email messages to the configured applications?

A. email server
B. Application Interface Web Service
C. Orchestration Designer
D. Email Processor

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference:
https://downloads.avaya.com/css/P8/documents/100176098

QUESTION 90 A new Avaya Aura® Experience Portal (AAEP) system is being installed.

In addition to the Applications web page, which two other Experience Portal Manager (EPM) web pages must be configured to get the system to take a call? (Choose two.)

A. Alarm Codes
B. EPM Servers
C. MPP Servers
D. VoIP Connections

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91
When the Avaya Aura® Experience Portal (AAEP) software receives a call, what starts the associated speech application that controls the call flow?
A. EPM B.
MPP
C. TTS
D. ASR

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference:
https://downloads.avaya.com/css/P8/documents/100146998

QUESTION 92 What are the two ways to deliver Proactive Outreach Manager (POM) 3.0 scheduled
reports? (Choose two.)

A. CCXML file
B. RSS feed
C. E-mail
D. SMS message

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Reference:
http://downloads.avaya.com/css/P8/documents/100176699

QUESTION 93 Which statement is true with respect to the setup of Proactive Outreach Manager
(POM) zones?

A. An organization defined in a specific zone can, under certain circumstances, use more resources than have been assigned to that zone.
B. One campaign can run simultaneously in multiple zones on a system.
C. Licenses are automatically moved between zones if needed.
D. POM servers cannot be moved between zones.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference:
http://downloads.avaya.com/css/P8/documents/100176699

QUESTION 94
When an email channel is added to an Avaya Aura® Experience Portal (AAEP) configuration, which component interfaces with the customer's email server?

A. Communication Manager Email Processor
B. Session Manager Email Processor
C. Experience Portal Manager Email Processor
D. Media Processing Platform Email Processor

Correct Answer: C
Section: (none)
Explanation
Explanation/Reference:
Reference: http://www.avaya.com/usa/product/avaya-aura-experience-
portal/

QUESTION 95
Which Media Processing Platform (MPP) component provides low level call control support including the setup, monitoring, and tear-down of telephone calls?

A. Event Manager
B. System Manager
C. VoiceXML Browser

D. Session Manager

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference:
https://downloads.avaya.com/css/P8/documents/100146998

QUESTION 96 The ICR Application Configuration, used to configure the self-service, wait treatment and error handling applications, is part of which Intelligent Customer Routing (ICR) component?

A. ICR Admin
B. ICR Core
C. ICR CCA
D. ICR PDC

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 97 Avaya Aura® Experience Portal (AAEP) supports special classes of applications that derive their licensing, administration framework, manageability, and accessibility from the Experience Portal Manager (EPM).

What is the term for these applications?

A. licensed applications
B. local applications
C. supported applications
D. managed applications

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 98
Which Media Processing Platform (MPP) component works in conjunction with the Experience Portal Manager (EPM) to keep the MPP functioning in an optimal state?

A. System Manager
B. CCXML Browser
C. Session Manager
D. Web Service

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 99

Which three external systems are required to complete the Avaya Aura® Experience Portal (AAEP) speech solution? (Choose three.)

A. Application Server (AS)
B. Avaya Media Server (AMS)
C. Media Processing Server (MPS)
D. Avaya Communication Manager (ACM) server and/or SIP Gateway server
E. Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) speech server

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 100
In Intelligent Customer Routing (ICR) Release 7, where do you configure properties that were configured in the icrcca.properties file of the previous release?

A. ICR Application Configuration page
B. ICR Core Configuration page
C. icrcore.properties file
D. Destination Configuration page

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference:
https://downloads.avaya.com/css/P8/documents/100180246

QUESTION 101
Which POM component is responsible for launching calls, and sending SMS messages and email messages using associated servers?

A. Campaign Director
B. Campaign Manager
C. POM Monitor
D. POM Pacing

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
Reference:
http://downloads.avaya.com/css/P8/documents/100176699

QUESTION 102
On the Avaya Aura® Experience Portal (AAEP) 7.0 system that will perform voice campaigns, which three actions must be taken on the AAEP before installing Avaya Proactive Outreach Manager 3.0 (POM) software? (Choose three.)
A. install a remote database
B. ensure VoIP ports (H.323 and SIP) are in service
C. ensure the correct number of telephony and POM licenses
D. install the correct version of Java on the EPM
E. install a separate application server

Correct Answer: ACD

Section: (none)
Explanation

Explanation/Reference:

QUESTION 103 Which statement about Auxiliary Experience Portal
Manager (EPM) is true?

A. Only one Auxiliary EPM server can be added per Avaya Aura® Experience Portal (AAEP) 7.0 system.
B. More than one Auxiliary EPM server can be added per AAEP 7.0 system.
C. An Auxiliary EPM can be installed on a single server AAEP system.
D. An Auxiliary EPM can be installed co-resident with MPP server.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 104 The Avaya Aura® Experience Portal (AAEP) system consists of which two major
subsystems? (Choose two.)

A. Application Enablement Services (AES)
B. Media Processing Platform (MPP)
C. Private Branch Exchange (PBX) servers
D. Experience Portal Manager (EPM)
E. Avaya Voice Power (AVP)

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 105 For the Avaya Aura® Experience Portal (AAEP) to support an application that recognizes spoken responses from a caller, and converts those responses to text, which three components are required?
(Choose three.)

A. EPM B.
MPP
C. TTS
D. ASR
E. CM

Correct Answer: BCE
Section: (none)
Explanation
Explanation/Reference:

QUESTION 106
If the primary Experience Portal Manager (EPM) server is unavailable, which component can handle Application Interface web service and Application Logging web service requests?

A. Auxiliary Media Processing Platform
B. Secondary Media Processing Platform
C. Auxiliary Experience Portal Manager

D. Secondary Experience Portal Manager

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 107 You want to setup a single server Avaya Aura® Experience Portal
(AAEP) system.

Which three components can co-reside on a single server? (Choose three.)

A. Auxiliary EPM
B. Application server
C. Telephony server
D. Media Processing Platform (MPP)
E. Primary Experience Portal Manager (EPM)

Correct Answer: BDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 108 Which two components are required to support an Avaya Aura® Experience Portal (AAEP) email
application? (Choose two.)

A. Media Processing Platform
B. Experience Portal Manager
C. Web Application Server
D. Speech Server

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 109 ICR Call Control Application (CCA) cancels an existing queued call and re-
queues that call.

Which three conditions would explain why the call was re-queued? (Choose three.)

A. There was a spike in the Estimated Wait Time (EWT).

B. The ICR CCA received incomplete routing information from ICR Core.
C. The Queue Position increase was more than the configured Queue Position Spike Difference.D. Best Service Routing (BSR) Polling to Avaya Aura® Communication
   Manager (AACM) failed.
E. The EWT information was not provided to the ICR CCA by the Self Service application, and AACM provided EWT which is greater than EWT spike configuration.

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 110
Trace item in the Avaya Aura® Orchestration Designer application is being used to debug an application in the Tomcat runtime environment.

In which directory is the Trace item log file located in an Avaya Aura® Experience Portal (AAEP) runtime environment?

A. < Eclipse Workspace >\data\log
B. $CATALINA_HOME/webapps/data/log
C. <EclipseWorkspace>\<ApplicationName>\data\log
D. $CATALINA_HOME/webapps/<app_name>/data/log

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 111
During an Avaya Aura® Experience Portal (AAEP) installation or upgrade, when performing the prerequisite check for the localhost reporting, you receive the following error message:

UnknownHostException: localhost

What could be causing this error? (Choose two.)

A. The /etc/hosts file is not configured properly.
B. A problem with the prerequisite software has been detected.
C. The hostname of the server is not set up properly.
D. A problem has been detected with the server hardware.

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 112 To send certain alarm codes to the syslog, which two actions are
required? (Choose two.)

A. Administer an email address to receive the alarms.
B. Setup the third party software to accept the alarm codes.
C. Enable sending of events to syslog.
D. Administer the Syslog Server IP address.

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 113 Logs for Proactive Outreach Manager (POM) 3.0 are available through the Command
Line Interface (CLI).

Where are these logs located?

A. /usr/lib/logs
B. /lib/apps/pom/logs
C. /var/lib/logs
D. $POM_HOME/logs

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 114 Which menu item provides real-time details about the calls being handled by Intelligent Customer
Routing (ICR)?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 115
For Avaya Aura® Experience Portal (AAEP) systems that do not use the organization feature, what information is displayed on the Audit Log report?

A. a list of generated alarms
B. all actions performed by all users logged into the EPM
C. debug information for a particular AAEP component
D. information about all call-handling sessions for the AAEP system

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 116
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. Red Hat Enterprise Linux
C. Oracle Solaris
D. Unix
E. IBM AIX

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 117 Which role allows users to update all of the transcription related configuration parameters for an application?

A. Administration
B. Privacy Manager
C. User Manager
D. Auditor

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 118 Which report displays information starting with the initial inbound or outbound call and ending with the termination of the CCXML page?

A. Contact Detail Report
B. Application Detail Report
C. Session Detail Report
D. Data Report

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 119 In the Avaya Aura® Experience Portal bundled server, which system details need to be verified before starting the system restore?

A. sys_details
B. do_MntDrv
C. bkup_system
D. do_RestoreData

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
Reference:
https://downloads.avaya.com/css/P8/documents/100183026

QUESTION 120
What are three possible exit reasons in an ICR CCA Session Detail report? (Choose three.)
A. Call Completed
B. Call Failed
C. Call Completed in SSA
D. Call Routed
E. Call Transferred

Correct Answer: CDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 121 Which two statements about Proactive Outreach Manager (POM) 3.0 requirements are true? (Choose two.)

A. POM 3.0 requires Experience Portal 7.0.
B. POM 3.0 must have an external Application Server.
C. POM 3.0 requires manually creating the POM schema in the database.
D. POM 3.0 supports only Oracle and PostgreSQL databases.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 122
Refer to the exhibit.

CCA Duration	410
WTA Duration	300
SSA Duration	100
Maximum Queue Position Destination	70001@icr.com
Maximum Queue Position	10
Maximum EWT Destination	82003@icr.com
Maximum EWT	3000
Re-queue Reason list	SIP_ERROR:480#EW
Destination	92014@icr.com
Exit Reason	Call Routed.

In an Intelligent Customer Routing (ICR) deployment, the Standard ICR CCA Session Detail Report (SDR) is shown below.

What is the accurate explanation of this SDR report?

A. The call was initially queued on 70001@icr.com.
    Due to a SIP ERROR the call was re-queued to 82003@icr.com.
    A spike in Estimated Wait Time (EWT) re-queued the call to 92014@icr.com.
B. The call was initially queued on 82003@icr.com.
    Due to a SIP ERROR the call was re-queued to 70001@icr.com.
A spike in EWT re-queued the call to 92014@icr.com. C. The call
was initially queued on 70001@icr.com.
    Due to a spike in EWT the call was re-queued to 82003@icr.com.
    The call then observed a SIP ERROR and it was re-queued 92014@icr.com.
D. The call was initially queued on 82003@icr.com.
    Due to a spike in EWT the call was re-queued to 70001@icr.com.
    The call then observed a SIP ERROR and it was re-queued 92014@icr.com.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 123
Which two components of the Proactive Outreach Manager (POM) 3.0 solution support load balancing, even in a multi-server installation? (Choose two.)

A. Campaign Director
B. POM Database Server
C. SMS Server
D. Voice Server

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference: