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Vendor:Avaya

Exam Code:3309

Exam Name:Avaya Aura® Experience Portal with
POM Implementation and Maintenance Exam

Version:Demo

QUESTION 1

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 2

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

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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

QUESTION 6

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

QUESTION 7

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

QUESTION 8

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 9

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

QUESTION 10

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

QUESTION 11

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

QUESTION 12

In the intelligent customer routing (ICR) deployment, the standard ICR CCA session Detail Report (SDR) is shown below.

What is an accurate explanation of this SDR report?

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

Correct Answer: A