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Exam : **3309**

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

Vendor : Avaya

Version : DEMO

NO.1 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

Answer: C,D,E

NO.2 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. You 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/lib/pgsql/data
- B. /home
- C. /var/spool/mail
- D. /opt/Avaya/InstallAgent/download
- E. /opt.Tomcat/apache-tomcat-6.0.32/webapps

Answer: A,B,D

NO.3 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 EPM can be installed on a single server AAEP system.
- D. Auxiliary EPM can be installed co-resident with MPP server.

Answer: B

NO.4 You 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.

Answer: A,B,D

NO.5 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

Answer: B

NO.6 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

Answer: A,C

NO.7 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_HOME/logs/PIM_CmpDir.log* log files
- C. \$POM_HOME/logs/PIM_Web.log log files
- D. \$POM_HOME/logs/CmpMgrService.out* log files

Answer: A

NO.8 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

Answer: D

NO.9 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)

Answer: B

NO.10 You have just installed Proactive Outreach Manager (POM) 'SP A or newer on your Avaya Aura Experience Portal (AAEP) 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`.

Answer: D

NO.11 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

Answer: A,E

NO.12 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.

Answer: B

Reference:

<https://downloads.avaya.com/css/P8/documents/003892124>

NO.13 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.

Answer: A

Reference:

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

NO.14 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.

Answer: B

NO.15 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

Answer: A