

3309^{Q&As}

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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QUESTION 1

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 can be installed on a single server AAEP system.
- D. Auxiliary EPM can be Installed co-resident with MPP server.

Correct Answer: B

QUESTION 2

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

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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

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