

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

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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### QUESTION 1

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 2

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

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### 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

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#### QUESTION 4

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

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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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