



Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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## **QUESTION 1**

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

#### **QUESTION 2**

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

## **QUESTION 3**

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 4**

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 5**

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

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