

3309^{Q&As}

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

QUESTION 2

You need to check the Avaya Aura experience Portal (AAEP) Proactive Outreach Manager (POM) licensing screen. Which field(s) may be altered?

- A. the Short Message Service (SMS) and Email Connection along with the Maximum Outbound Ports
- B. the Maximum Outbound Ports
- C. the SMS and Email Connections
- D. the Email Connections and the Maximum Outbound Ports

Correct Answer: B

QUESTION 3

A customer has just upgraded Voice Portal 5.x to Avaya Aura Experience Portal 6.0, but the license not upgraded. What is the grace period provided by the system, for upgrading the license?

- A. 3 days

- B. 7 days
- C. 15 days
- D. 30 days

Correct Answer: D

QUESTION 4

Your client upgraded their Voice Portal to an Avaya Aura Experience Portal (AAEP) and upgraded Avaya Proactive Outreach Manager (POM) software. Now their POMDriverApp application which is located on a separate application server is

not working.

What would be causing this problem?

- A. A remote database was not configured on the AAEP.
- B. The new POMDriverApp provided with the POM software was not deployed on the application server.
- C. There are no Announcement Port licenses available for the POMDriverApp.
- D. The user has incorrect roles assigned.

Correct Answer: B

QUESTION 5

You have just installed Proactive Outreach Manager (POM) 2 SP 4 or newer on your Avaya Aura Experience Portal (AAEP) 6.0. You run your first campaign and the POM monitor appear to show an Active Job, but no outgoing calls appear to

be made. You notice the following entry in the CrnpMgrService.out log file:

CmpMgtService.out

```
@2011-10-21-02-32-43|P_POMCM002|ERROR|POMCM|||OUT call web service returned fault:
```

```
Transport error: 401 Error: Unauthorized | 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 "Administration" and ensure that the Outcall User Name and Password administered in POM Configuration > POM Server > Outbound Settings > Voice Server link is the same as in User Management > Users > and that it is enabled and not locked.
- B. 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".
- C. Login to EPM using a user with an assigned role of "Administration" ensure that the Outcall U Name and Password

administered in System Configuration > VPMS Servers > VPM5 Settings > Web Service Authentication > Outcall is the same as in User Management > Users > and then enabled and not locked.

D. Login to EPM CLI using a Linux user with root permissions and ensure that the Outcall User Name and Password administered in POM Configuration > POM Server > Outbound Settings > Voice server link contains a valid password and is not locked.

Correct Answer: B

QUESTION 6

A customer has chosen the Avaya Aura Experience Portal (AAEP) software only offer. What are the minimum hardware specifications for a customer supplied AAEP server machine?

- A. dual 1.8 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller full duplex
- B. single 2.4 GHz Pentium 4 with hyper threading enabled, 4 GB of RAM, 100/1000 Base-T Ethernet controller full duplex
- C. dual 1.6 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller full duplex
- D. dual 1.8 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller half duplex

Correct Answer: C

QUESTION 7

Consider that Proactive Outreach Manager (COM) has been implemented, administered and is now in live production. The POM Monitor can be used for real-time monitoring of the active campaigns and data imports. Which two statements are correct? (Choose two)

- A. A global user that has POM administration and POM Campaign Manager roles can monitor all the campaigns and data imports across all organizations.
- B. An organization user can monitor campaigns and data imports created by the users belonging to the specific organization.
- C. The Avaya Aura Experience Portal super-root user can monitor all the campaigns and data imports | across all organizations.
- D. Lightweight Directory Access Protocol (LDAP) has to be configured to enable users to have appropriate privileges to monitor POM Campaigns in real-time.

Correct Answer: AB

QUESTION 8

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

Correct Answer: B

QUESTION 9

You are preparing to build a large 1200 port Avaya Aura Experience Portal (AAEP) system and the client has asked you to protect the information contained in the calls to and from all of the extended servers.

Which three choices will meet this requirement? (Choose three)

- A. Encrypt H.323 call control between the media Processing Platform (MPP) and the Avaya Communication Manager server
- B. Encrypt audio data to and from the speech servers by using MRCP V2 protocol (Media Resource Control Protocol) with TLS (Transport Layer Security) enabled
- C. Partition the client data network to limit the exposure of certain non-encrypted VoIP components of AAEP system to the corporate network
- D. Disable the HTTPS protocol on your application servers and use HTTP only
- E. Encrypt Real-Time Transport Protocol (RTP) audio data between the MPPs and the Avaya communication Manager feature server

Correct Answer: ABE

QUESTION 10

Which completion code is updated when any contact gets restricted due to Do Not Call (DNC)?

- A. DNCREQ
- B. DNC
- C. Restricted DNC
- D. Restricted

Correct Answer: C

QUESTION 11

After installing a five server Avaya Aura Experience Portal (AAEP) system you check the port distribution page only to see the name of the media Processing Platform (MPP) servers in the system have allocated ports. Which two are the most probable causes of this issue? (Choose two)

- A. The AAEP WebLM license has expired; either it was a temporary license or the client's Enterprise WebLM server is down

- B. One or more MPP system resources are overloaded
- C. The specified VoIP gatekeeper or SIP gateway is incorrect
- D. The Postgres service on the Experience Portal manager (EPM) is not running

Correct Answer: AC

QUESTION 12

Which two statements about a completion code are true? (Choose two)

- A. When using a custom completion code, it needs to be included in a contact strategy.
- B. When using a custom completion code, it needs to be selected using the campaign Creation Wizard (CCW) while creating a campaign.
- C. One needs to include a system completion code in CCW to use a completion code.
- D. Completion codes are hard coded and new completion codes cannot be created.

Correct Answer: AB

QUESTION 13

Avaya Proactive Outreach Manager (POM) requires access to a database. Which two database types are supported? (Choose two)

- A. Sybase 12.5 or higher
- B. Oracle 0.0 or higher Id
- C. Informix 9.21.UC4
- D. MS SQL Server 2000
- E. Postgres 8.2.3 or higher

Correct Answer: BE

QUESTION 14

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

Correct Answer: A

QUESTION 15

After building an Avaya Aura Experience Portal (AAEP) system you choose to install additional pack, from the Red Hat distribution media (such as mod_nss package from the Servers/Web Servers section and download updates to existing packages. You now find that you are unable to access AAEP web administration pages.

Which statement is true?

- A. Adding additional software packages not normally required by AAEP may require configuring new packages to use alternate network ports not reserved by Experience Portal.
- B. Updating existing software packages on AAEP servers to newer releases than the ones delivered by or validated by AAEP installation media is supported and will not impact AAEP operatic upgrades at a later date.
- C. Adding additional software packages on the AAEP servers other than the ones delivered by or validated by AAEP Installation media is supported and will not impact AAEP operations or upgrades at a later date.
- D. You can install antivirus software on the AAEP servers. Make sure you use on-access scanning where your antivirus software runs whenever a file is changed. In addition, enable it to start scanning at the system startup by default. These features will riot interfere with AAEP performance or the time that it takes for an AAEP system to come back online after a reboot.

Correct Answer: A

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