

Avaya

Exam 3309

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

Version: 7.0

[Total Questions: 124]

Question No : 1

On a Proactive Outreach Manager (POM) 3.0 system, 100 agents are available for campaigns. The total number of agents required for all running campaigns is 120.

When running a campaign requiring 30 agents, what information is needed to determine the number of agents to be assigned? (Choose two.)

- A. the priorities of the campaigns on the system
- B. the number of agents available for this specific campaign
- C. the training that has been given to all agents
- D. the skills of the available agents

Answer: B,C

Question No : 2

You have just installed Proactive Outreach Manager (POM) 3.0 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

Question No : 3

When defining SMS browser settings, the number of threads can be defined.

Which statement describes the term thread?

- A. Threads are multi-media messages.
- B. The thread defines the fetch time out.
- C. Threads are parallel processes that fetch data from the SMS server.
- D. Threads are conversations, consisting of sent and received SMS messages that belong to one customer contact.

Answer: C

Question No : 4

Your customer has configured VoIP connectivity on Avaya Aura Experience Portal. Calls made to the system are not responding with the correct speech recognition response.

What two items should he checked to resolve this situation? (Choose two)

- A. the audio/basic and audio/x-alaw-basic settings In the Web Administration screen
- B. the content of the Avaya network log server.log/log
- C. the Call Data Summary Report
- D. the error logs in the speech recognition server

Answer: A,D

Question No : 5

When performing a backup of the Avaya Aura® Experience Portal (AAEP), which two operating systems are supported for the backup server? (Choose two.)

- A. Microsoft Windows
- B. Red Hat Enterprise Linux

- C. Oracle Solaris
- D. Unix
- E. IBM AIX

Answer: A,B

Question No : 6

ICR Call Control Application (CCA) cancels an existing queued call and re-queues that call.

Which three conditions would explain why the call was re-queued? (Choose three.)

- A. There was a spike in the Estimated Wait Time (EWT).
- B. The ICR CCA received incomplete routing information from ICR Core.
- C. The Queue Position increase was more than the configured Queue Position Spike Difference.
- D. Best Service Routing (BSR) Polling to Avaya Aura® Communication Manager (AACM) failed.
- E. The EWT information was not provided to the ICR CCA by the Self Service application, and AACM provided EWT which is greater than EWT spike configuration.

Answer: A,C,D

Question No : 7

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

Answer: B,E

Question No : 8

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The Avaya Aura experience Portal (AAI P) system consist;; of which two major subsystems? (Choose two)

- A. Application Enablement Services (AES)
- B. Media Processing Platform (MPP)
- C. Private Brain Exchange (PBX) servers
- D. Experience Portal Manager (EPM)
- E. Avaya Media Servers (AMS)

Answer: B,D

Question No : 9

What determines the number of licenses that are used for a given Proactive Outreach Manager (POM) campaign?

- A. the Campaign Strategy
- B. the POM Campaign Director
- C. the Priority of the Campaign
- D. the POM Campaign Manager

Answer: C

Question No : 10

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

Question No : 11

You have installed an Orchestration Designer application on a Tomcat application server and try to call to the application. The test call fails.

What is the best way to validate the application installation?

- A. Check the Avaya Aura experience Portal (AAEP) System Monitor.
- B. Check AAEP administration System Maintenance > Log Viewer
- C. Open a browser window and access the application
Http:// <host>: <port>/<application name>/index.html
- D. Look at the Application Detail Report in the AAEP administration.

Answer: C

Question No : 12

In the Intelligent Customer Routing (ICK) deployment, all agents in the call center are either logged out or in Auxiliary mode.

Which is an accurate description of how ICR handles a call arriving in the system?

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- A.** The ICR Core performs polling and provides a result which suggests routing the call to this call center. The ICR Call Control Application (CCA) launches the Wait Treatment Application (WTA) and routes the call.
- B.** The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA launches the Generic Error Handling Application (EHA).
- C.** The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA disconnects the call.
- D.** The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA launches the Non Business Hours Application.

Answer: A

Question No : 13

In Global configuration the retry interval for nailing can be defined.

Which statement describes nailing?

- A.** It is the selection of contact from the contact list.
- B.** It is the assignment of an agent to a campaign.
- C.** It is the assignment of an agent to a contact from the contact list.
- D.** It is the choice of a contact from a contact list.

Answer: C

Question No : 14

Logs for Proactive Outreach Manager (POM) 3.0 are available through the Command Line Interface (CLI).

Where are these logs located?

- A.** /usr/lib/logs
- B.** /lib/apps/pom/logs
- C.** /var/lib/logs
- D.** \$POM_HOME/logs

Answer: B

Question No : 15

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

Question No : 16

If the "Generate UCID" field on the Application Launch Settings Advanced Parameters is set to "yes", which two statements are true? (Choose two.)

- A. This setting is used only if the CM does not send a UCID.
- B. The UCID generated by the MPP overrides the CM UCID.
- C. The MPP adds a two-digit application identifier to the UCID received from the CM.
- D. The UCID from the Communication Manager (CM) is used regardless of the MPP setting.

Answer: B,C

Question No : 17

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

Question No : 18

What are the two ways to deliver Proactive Outreach Manager (POM) 3.0 scheduled reports? (Choose two.)

- A. CCXML file
- B. RSS feed
- C. E-mail
- D. SMS message

Answer: C,D

Reference:

<http://downloads.avaya.com/css/P8/documents/100176699>

Question No : 19

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

Question No : 20

You want to setup a single server Avaya Aura® Experience Portal (AAEP) system.

Which three components can co-reside on a single server? (Choose three.)

- A. Auxiliary EPM
- B. Application server
- C. Telephony server
- D. Media Processing Platform (MPP)
- E. Primary Experience Portal Manager (EPM)

Answer: B,D,E

Question No : 21

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.

Answer: A,B

Question No : 22

You have setup up an application server and installed the runtimeconfig.war. When accessing the runtimeconfig web application (`http://<hostname>:<port>/runtimeconfig`), you receive the following error:

```
org.apache.jasper.JasperException: javax.servlet.ServletException: java  
lang.NoClassDefFoundError: com/avaya/runtimecommon/platforms/Tool kit
```

How do you correct this issue?

- A. Re-install the runtimeconfig.war file.
- B. Make sure the runtime support files are installed in the correct location.
- C. Restart Avaya Aura Experience Portal.