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Avaya Aura Experience Portal with POM Implementation and Maintenance

Avaya 3309

Version Demo

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QUESTION NO: 1

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

ANSWER: C D E

QUESTION NO: 2

To send certain alarm codes to the syslog, which two actions are required? (Choose two.)

- A. Administer an email address to receive the alarms.
- B. Setup the third party software to accept the alarm codes.
- C. Enable sending of events to syslog.
- D. Administer the Syslog Server IP address.

ANSWER: A C

QUESTION NO: 3

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

ANSWER: D

QUESTION NO: 4

In the Intelligent Customer Routing (ICR) deployment, Chicago and Denver are the two call centers. Both call centers have an equal number of agents to handle calls for a specific skill. You want to route more calls to the Chicago call center.

What needs to be done while configuring Skill and Vector Directory Number (VDN)?

- A.** On the Skill configuration page, configure the Agent Strategy as "Preferred location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for VDN on Denver call center.
- B.** On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for the VDN on Denver call center.
- C.** On the Skill configuration page, configure the Agent Strategy as "Preferred Location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on the Chicago call center.
- D.** On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on the Chicago call center.

ANSWER: C

QUESTION NO: 5

A customer has installed Avaya Aura Experience Portal, but no port was specified in the configuration the WebLM server. What is the default port used by the WebLM server?

- A.** 443
- B.** 8443
- C.** 8080
- D.** 28443

ANSWER: B

QUESTION NO: 6

A customer creates a campaign but it is failing to start.

Which two logs should be checked for possible error messages? (Choose two)

- 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
- E. \$POM_HOME/logs/CmpDirService.out* log files

ANSWER: A B

QUESTION NO: 7

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: 8

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

ANSWER: A

QUESTION NO: 9

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. ICRAAdminUKI
- B. VPRemoteLogWebService
- C. ICRSipUserName
- D. ICRSipTCPPort
- E. VPProductID

ANSWER: B E

QUESTION NO: 10

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

ANSWER: B