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Avaya Aura® Experience Portal with POM Implementation and
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QUESTION 1

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 2

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 3

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 4

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 shoe an Active Job, but no outgoing call spears 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 5

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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