



3309^{Q&As}

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**QUESTION 1**

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 2

Your client reported their Avaya Proactive Outreach Manager (POM) campaign is playing this message to their customers:

The system is experiencing technical difficulties.

Which two steps would you take to identify the likely cause of this message? (Choose two)

- A. Verify that the H.323 or SIP ports are in service and that there are POM licenses available
- B. If the application uses Text to Speech (TTS), verify the Speech Server is working and is licensed correctly.
- C. Ensure that the Experience Portal Manager (EPM) can communicate with the Avaya Aura Communication Manager (AACM).
- D. If the application uses recorded .wav files, ensure the Media Processing Platform (MPP) can read files.
- E. Ensure that the Short Message Service (SMS) server is not down.



Correct Answer: AB

QUESTION 3

You are preparing to build an Avaya Aura Experience Portal (AAEP) software-only system and have chosen to use Oracle Linux Server Release 6.0 64bit operating system. Which two statements are true? (Choose two)

- A. Oracle Linux Server software is not an approved operating system for hosting AAEP 6.0 servers.
- B. 64 bit operating systems are approved for hosting AAEP servers.
- C. Either Red Hat Enterprise Linux 6.0 32bit or oracle Linux Server Release 6.0 32 bit can be used for hosting AAEP 6.0 servers.
- D. Either fedora core 6 32bit or SUSE Linux Enterprise Server 11 32bit can be used for hosting AAEP 6.0 servers.
- E. Either Red Hat Enterprise Linux 6.0 64bit or CentOS 6.0 64bit can be used for hosting AAEP 6.0 servers.

Correct Answer: AB

QUESTION 4

Which two statements below about infinite campaigns are true? (Choose two)

- A. Infinite Campaign does not terminate by itself after processing all contacts.
- B. Infinite Campaign terminates automatically after processing all contacts.
- C. To terminate an Infinite Campaign, manual intervention is required.
- D. Infinite Campaign terminates only when all agents log off from the campaign.
- E. Infinite Campaign is designated by Campaign Type 0.

Correct Answer: AC

QUESTION 5

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

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