



3309^{Q&As}

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**QUESTION 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

Correct Answer: CDE

QUESTION 2

Which two user roles can be used to add, change, or delete the Intelligent Customer Routing (ICR) Control Application on the Experience Portal Manager? (Choose two)

- A. Administration
- B. Web Services
- C. Maintenance
- D. Operations
- E. ICR Administrator

Correct Answer: AE

QUESTION 3

In preparation for upgrading an Avaya Voice Portal system to Avaya Aura Experience Portal (AAEP) 6.0, you install a new Red Hat Enterprise Server Release 6.0 32 bit on a single CPU 1.6 GHz server with 2 GB RAM. During AAEP installation you receive errors from the Prerequisite Checker.

Which two steps must you take to correct the issue-; and continue with this procedure? (Choose two)

- A. Bypass the Prerequisite Checker as it provides only a recommendation and not a requirement to run AAEP.
- B. Replace or upgrade the server with a minimum of Dual Quad Core 1.6 GHz Pentium 4 or equivalent processors.
- C. Upgrade Red Hat ELS 6.0 OS from 32 bit to 64 bit as it is able to make more efficient use of the 2 GB RAM.
- D. Upgrade the server to a minimum of 4 GB of RAM.) Upgrade the server to a minimum of 320 GB Disk, 7200 RPM.

Correct Answer: BD

**QUESTION 4**

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 5

Your client reported they were monitoring a campaign for Proactive Outreach Manager (POM) from the Avaya Aura Experience Portal (AAEP) Web Administration POM Monitor screen and they observed a message "Resource temporarily Unavailable."

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

- A. Verify that the Media Processing Platform (MPP) is operational
- B. Verify that the text-to Speech (TTS) Speech Server is working and is licensed correctly
- C. Verify that the Experience Portal Manager (EPM) can communicate with the Avaya Aura Communication Manager (AACM)
- D. Verify that the WebLM license is not expired and verify if you have configured the required number
- E. Verify that the Short Message Service (SMS) server is not down.

Correct Answer: AD

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