



3309^{Q&As}

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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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

When installing Avaya Proactive Outreach manager (POM) software on the Avaya Aura Experience Portal (AAEP), which two interfaces may be used to install the software? (Choose two)

- A. The Tomcat Administration Screen
- B. The AAEP Web administration POM menu
- C. The graphical user interface (GUI)
- D. The command line interface (CLI)
- E. The Remote Desktop

Correct Answer: CD

QUESTION 3

What is the last step that is required after successful installation of intelligent Customer Routing (ICR) Core?

- A. Restart the terracotta service.
- B. Restart the ICR Core service.
- C. Restart the httpd service.
- D. Reboot the machine.

Correct Answer: D

QUESTION 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

Correct Answer: AD

QUESTION 5

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

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