



3309^{Q&As}

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**QUESTION 1**

A customer has added a Contact Data source and then runs the upload, which then fails. Which log should be checked for possible error messages?

- 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

Correct Answer: A

QUESTION 2

After building an Avaya Aura Experience Portal (AAEP) system you choose to install additional pack, from the Red Hat distribution media (such as mod_nss package from the Servers/Web Servers section and download updates to existing packages. You now find that you are unable to access AAEP web administration pages.

Which statement is true?

- A. Adding additional software packages not normally required by AAEP may require configuring new packages to use alternate network ports not reserved by Experience Portal.
- B. Updating existing software packages on AAEP servers to newer releases than the ones delivered by or validated by AAEP installation media is supported and will not impact AAEP operatic upgrades at a later date.
- C. Adding additional software packages on the AAEP servers other than the ones delivered by or validated by AAEP Installation media is supported and will not impact AAEP operations or upgrades at a later date.
- D. You can install antivirus software on the AAEP servers. Make sure you use on-access scanning where your antivirus software runs whenever a file is changed. In addition, enable it to start scanning at the system startup by default. These features will riot interfere with AAEP performance or the time that it takes for an AAEP system to come back online after a reboot.

Correct Answer: A

QUESTION 3

Which completion code is updated when any contact gets restricted due to Do Not Call (DNC)?

- A. DNCREQ
- B. DNC
- C. Restricted DNC
- D. Restricted



Correct Answer: C

QUESTION 4

The Alarm Manager page on Experience Portal Manager shows an Alarm: Q_ICR62006: User-to-User header is missing from SIP response 183 Session Which Avaya product in the deployment is not configured correctly?

- A. Avaya Aura Communication Manager
- B. Avaya Aura Session Manager
- C. Intelligent Customer Routing
- D. Avaya Aura Experience Portal

Correct Answer: A

QUESTION 5

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

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