3309^{Q&As}

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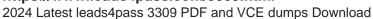
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QUESTION 1

On an existing Avaya Proactive Outreach Manager (POM) server, what three are required when configuring a voice campaign? (Choose three)

A. the IP of the POM server

B. an existing contact strategy

C. the Call Classification Analysis (CCA) timeout to be used

D. an existing contact attribute

E. sufficient voice ports and POM CCA licenses

Correct Answer: BDE

QUESTION 2

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 3

After building an Avaya Aura Experience Portal (AAEP) system yon 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 4

A customer has chosen the Avaya Aura Experience Portal (AAEP) software only offer. What are the minimum hardware specifications for a customer supplied AAEP server machine?

A. dual 1.8 GHz Pentium 4, z GB of RAM, 100/1000 Base-T Ethernet controller full duplex

B. single 2.4 GM/ Pentium 4 with hyper threading enabled, 4 GB of RAM, 100/1000 Base-T Ether controller full duplex

C. dual 1.6 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller full duplex

D. dual 1.8 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller half duplex

Correct Answer: C

QUESTION 5

Which menu provides details about the running calls being handled by Intelligent Customer Routing R)?

A. Call Center

B. ICR Manager

C. ICR Monitor

D. Standard Report

Correct Answer: D

QUESTION 6

You need to identify whether your customer is using an enterprise license server to push an allocation license file down to local WebLM server on the Avaya Aura Experience Portal (AAEP) or if the license resides permanently on the AAEP. How will you determine what mode of license is being used?

A. At the Linux CLI level navigate the $CATALINA_HOME/Webapps/WebLM/license and lists the files with the is-1 command. If the file naming conversation is in the format of ALF_XXXXXXXXXXXX.xml, then an allocation license has been pushed from an Enterprise License Server.

B. At the Linux CLI level navigate to $CATALINA_HOME/Webapps/WemLM/META-INF and list the files with the is-1 command. If the file naming conversation is in the format of ALF_XXXXXXXXXXX.xml, then an allocation license has been pushed from an Enterprise License Server.

C. At the Linux CLI level, navigate to $CATALINA_HOME/webapps/WebLM.data/log and list the files with the is1

command. If the file naming conversation is in the format of ALF_XXXXXXXXXXXX.xml, then an allocation license has been pushed from an Enterprise License Server.

D. At the Linux CLI level, navigate to $AVAYA_VPMS_HOME.lib.wecapps/WebLM/license and list the files with the is1 command. If the file naming conversation is in the format of ALF_XXXXXXXXXXXX.xml, then an allocation license has been pushed from an Enterprise License Server

Correct Answer: A

QUESTION 7

In the intelligent customer routing (ICR) deployment, the standard ICR CCA session Detail Report (SDR) is shown below.

What is an accurate explanation of this SDR report?

A. The call was initially queued on 70001@icr.com where due to SIP ERROR the call got re- queued 82003@icr.com. The call then observed a spike in Estimated Wait Time (EWT) and it was re-queued 92014@icr.com.

B. The call was initially queued on 82003@icr.com where due to SIP ERROR the call got re- queued to 70001@icr.com. The call then observed a spike in EWT and it was re-queued 920l4.aicr.com.

C. The call was initially queued on 70001 a icr.com where due to spike in EWT the call got re- queued to 82003 a cr.com. The call then observed SIP ERROR and it was re-queued 92014@icr.com.

D. The call was initially queued on 82003aicr.com where due to spike in EWT the call got re- queued to 70001@icr.com- The call then observed SIP ERROR and it was re-queued 92014@icr.com.

Correct Answer: A

QUESTION 8

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 9

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 10

You have installed an Orchestration Designer application on a Tomcat application server and try at call to the application. The test call fails. What is the best way to validate the application installation?

A. Check the Avaya Aura experience Portal (AAEP) System Monitor.

B. Check AAEP administration System Maintenance > Log Viewer

C. Open a browser window and access the application Http:// : //index.html

D. Look at the Application Detail Report in the AAEP administration.

Correct Answer: C

QUESTION 11

A/hen configuring a scheduled report on the Avaya tie types may be selected? (Choose three)

A. .doc (Microsoft Word)

B. .xls (Microsoft Excel)

C. .pdf (Portable Document Format)

D. .jpg (Digital Image)

E. .csv (Comma separated value)

Correct Answer: BCE

QUESTION 12

When installing Avaya Proactive Outreach Manager (POM) software on the Avaya Aura Experience Portal (AAEP) in a multiple Experience Portal Manager (EPM) configuration, on which server must the POM EPM plug-in be installed?

A. the primary EPM server

B. an auxiliary EPM server

C. the remote application server

D. a Media Processing Platform (MPP) server

Correct Answer: A

QUESTION 13

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

QUESTION 14

You are about to install Avaya Aura Experience Portal (AAEP) on a server that already has Linux installed. Which three items should you verify before installing AAEP? (Choose three)

A. The server has a static IP address configured

B. The server has anti-virus software installed and running

C. The SELinux feature is set to `Permissive\\' or `Disabled\\'

D. The Linux firewall is disabled

E. NTP is configured to synchronize the server\\'s clock with a reliable time source

Correct Answer: ACD

QUESTION 15

A customer has chosen the Avaya Aura Experience Portal (AAEP) software-only offer. Which version of Linux should the customer install before installing AAEP 6.0?

A. Red Hat Enterprise Linux Server 6.0 (x86)

B. Red Hat Enterprise Linux Server 6.0 (x86_64)

C. Red Hat Enterprise Linux Server 6.1 (x86)

D. Red Hat Enterprise Linux Server 6.1 (x86_64)

Correct Answer: A

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