

# 3309<sup>Q&As</sup>

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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#### **QUESTION 1**

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

#### **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 th.ir 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 e files.
- E. Ensure that the Short Message Service (SMS) server is not down.

Correct Answer: AB

#### **QUESTION 3**

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



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Correct Answer: CD

#### **QUESTION 4**

A technician determines that even though the Intelligent Customer Routing (IC-R) Core is function correctly, ICR Core logs are not displayed under Log Viewer of experience Portal Manager.

Which two properties in the icrcore.properties file need to be corrected? (Choose two)

- A. ICRAdminUKI
- B. VPRemoteLogWebService
- C. ICRSipUserName
- D. ICRSipTCPPort
- E. VPProductID

Correct Answer: BE

#### **QUESTION 5**

When performing a backup of the Avaya Aura Experience Portal (AAEP), which two operating systems are supported for the backup server? (Choose two)

- A. Microsoft Windows
- B. Linux
- C. Oracle Solaris
- D. Unix
- E. IBM AIX

Correct Answer: AB

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