



3309^{Q&As}

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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QUESTION 1

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 2

Your client reported they were monitoring a campaign for Proactive Outreach Manager (POM) from the Avaya Aura Experience Portal (AAI P) 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

QUESTION 3

You want to setup a single server Avaya Aura Experience Portal system. Which three components can co- reside on a single server? (Choose three)

- A. Application server
- B. Primary Experience Portal Manager (EPM)
- C. Auxiliary EPM
- D. Media Processing Platform (MPP)
- E. Telephony server

Correct Answer: ABD



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

You have just installed Proactive Outreach Manager (POM) 6.0 SP A or newer on your Avaya Aura Experience Portal (AAEP) 6.0. You attempt to start the POM services and receive the following message: Connection to the database failed. Please configure the database before starting POM server.

Which step must you take to correct the issues and continue with this procedure?

- A. The password for the PostgreSQL user Postgres is incorrect. Login to Experience Portal Manager (EPM) from Linux prompt with Postgres user permissions and run `psql VoicePortal; alter user Postgres password '\password\'; \q`
- B. The `$CATALINA_HOME/lib/config/voiceportal.properties` file information is incorrect. Login to EPM from Linux prompt with root user permissions and either replace it with a correct copy or run `$AVAYA_HOME/Support/VP_Tools/SetDbPassword/SetDbPassword.sh update -u Postgres -p password`.
- C. The PostgreSQL database is not running. Login to EPM from Linux prompt with root user permissions and run `service Postgres ql start`
- D. The `SPOM_HOME/config/PIMHibernate-cfg.xml` file information is incorrect. Login to EPM from Linux prompt with root user permissions and either replace it with a correct copy or run `$POM_HOME/bin/ installDB.sh SPOM_HOME`.

Correct Answer: D

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