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QUESTION & ANSWER

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Exam : **3305**

Title : Avaya Aura Experience Portal with POM Implementation and Maintenance exam

Version : DEMO

1.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
Answer: D

2.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://<host>: <port>/<application name>/index.html
D. Look at the Application Detail Report in the AAEP administration.
Answer: A

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.
Answer: D

4.You client reported the multi-server Avaya Aura Experience Portal (AAEP) local PostgreSQL database has become corrupted and you have determined you must restore the database from a backup of the system.
After restoring the database from the backup, which three actions must be performed? (Choose three)
A. Restart the vpms service on the Experience Portal Manager (EPM).
B. Reconnect each Media Processing Platform (MPP) with the EPM.
C. Restart the MPP service from the EPM.
D. Restart the avpSNMPAgentSvc on the EPM.
E. Install a new license file on the EPM.
Answer: A,B,D

5.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”.
Answer: C

6.After installing a five server Avaya Aura Experience Portal (AAEP) system you check the port distribution page only to see the name of the media Processing Platform (MPP) servers in the system have allocated ports.
Which two are the most probable causes of this issue? (Choose two)
A. The AAEP WebLM license has expired; either it was a temporary license or the client’s Enterprise WebLM server is down
B. One or more MPP system resources are overloaded
C. The specified VoIP gatekeeper or SIP gateway is incorrect
D. The Postgres service on the Experience Portal manager (EPM) is not running
Answer: B,C

7.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
Answer: C,D,E

8.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
Answer: B,C,E

9.Your Avaya Aura Experience Portal has been in operation for several months; and you notice that the /var file system has only 50% of the file storage space available.

Which two log files should be checked to see if their size needs to be decreased? (Choose two)
A. Apache/httpd logs
B. Tomcat logs
C. PostgreSQL logs
D. Process Logs
E. Transcriptions Logs
Answer: D,E

10.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.
Answer: A,C