



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

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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### QUESTION 1

The Avaya Aura experience Portal (AAI P) system consist;; of which two major subsystems? (Choose two)

- A. Application Enablement Services (AES)
- B. Media Processing Platform (MPP)
- C. Private Brain Exchange (PBX) servers
- D. Experience Portal Manager (EPM)
- E. Avaya Media Servers (AMS)

Correct Answer: BD

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### QUESTION 2

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

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### QUESTION 3

You have just installed Proactive Outreach Manager (POM) \\'? SP A or newer on your Avaya Aura Experience Portal (AAI P) 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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#### QUESTION 4

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

Correct Answer: CDE

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#### QUESTION 5

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

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