



3309^{Q&As}

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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QUESTION 1

Which statement about Auxiliary Experience Portal Manager (EPM) is true?

- A. Only one Auxiliary EPM server can be added per Avaya Aura Experience Portal (AAEP) 6.0 system.
- B. More than one Auxiliary EPM server can be added per AAEP 6.0 system.
- C. Auxiliary I PM ran be installed on a single server AAEP system.
- D. Auxiliary EPM can be Installed co-resident with MPP server.

Correct Answer: B

QUESTION 2

A customer wants to connect Avaya Aura Experience Portal to the existing company Oracle database. Where do you get the Oracle Java Database Connectivity (JDBC) driver?

- A. <http://support.avaya.com>
- B. <http://www.oracle.com>
- C. The Experience Portal DVD
- D. The Oracle JDBC driver is installed automatically

Correct Answer: B

QUESTION 3

In preparation for upgrading an Avaya Voice Portal system to Avaya Aura Experience Portal (AAEP) 6.0, you Install a new Red HAT Enterprise Server Release 6.0 32 bit on a single CPU 1.6 GHZ server with 2 GB RAM. During AAEP installation you receive errors from the Prerequisite Checker.

Which two steps must you take to correct the issue-; and continue with this procedure? (Choose two)

- A. Bypass the Prerequisite Checker as it provides only a recommendation and not a requirement to run AAEP.
- B. Replace or upgrade the server with a minimum of Dual Quad Core 1.6 GHz Pentium 4 or equivalent processors.
- C. Upgrade Red Hat ELS 6.0 OS from 32 bit to 64 bit as it is able to make more efficient use of the 2 GB RAM.
- D. Upgrade the server to a minimum of 4 GB of RAM.) Upgrade the server to a minimum of 320 GB Disk, 7200 RPM.

Correct Answer: BD

QUESTION 4



Your client upgraded their Voice Portal to an Avaya Aura Experience Portal (AAEP) and upgraded Avaya Proactive Outreach Manager (POM) software. Now their POMDriverApp application which is located on a separate application server is

not working.

What would be causing this problem?

- A. A remote database was not configured on the AAEP.
- B. The new POMDriverApp provided with the POM software was not deployed on the application server.
- C. There are no Announcement Port licenses available for the POMDriverApp.
- D. The user has incorrect roles assigned.

Correct Answer: B

QUESTION 5

In the Intelligent Customer Routing (ICR) deployment, Chicago and Denver are the two call centers. Both call centers have an equal number of agents to handle calls for a specific skill. You want to route more calls to the Chicago call center.

What needs to be done while configuring Skill and Vector Directory Number (VDN)?

- A. On the Skill configuration page, configure the Agent Strategy as "Preferred location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for VDN on Denver call center.
- B. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for the VDN on Denver call center.
- C. On the Skill configuration page, configure the Agent Strategy as "Preferred Location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on the Chicago call center.
- D. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on the Chicago call center.

Correct Answer: C

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