3309 Q&As

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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QUESTION 1

Which three services are registered as a part of Intelligent Customer Routing (ICR) Core installation? (Choose three)

A. icrcca

B. icrcore

C. icrwebservice

D. terracottasrv

E. tomcat

Correct Answer: BCD

QUESTION 2

In the Intelligent Customer Routing (ICK) deployment, all agents in the call center are either logged out or in Auxiliary mode.

Which is an accurate description of how ICR handles a call arriving in the system?

A. The ICR Core performs polling and provides a result which suggests routing the call to this call center. The ICR Call Control Application (CCA) launches the Walt Treatment Application (WTA) and routes the call.

B. The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA launches the Generic Error Handling Application (EHA).

C. The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA disconnects the call.

D. The ICR Core performs polling and provides a result which suggests that the agent is not available. The ICR CCA launches the Non Business Hours Application.

Correct Answer: A

QUESTION 3

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

Correct Answer: AC

QUESTION 4

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

Correct Answer: AC

QUESTION 5

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

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