



3309^{Q&As}

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QUESTION 1

When installing Avaya Proactive Outreach Manager (POM) software on the Avaya Aura Experience Portal (AAEP) in a multiple Experience Portal Manager (EPM) configuration, on which server must the POM EPM plug-in be installed?

- A. the primary EPM server
- B. an auxiliary EPM server
- C. the remote application server
- D. a Media Processing Platform (MPP) server

Correct Answer: A

QUESTION 2

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 show an Active Job, but no outgoing call appears 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".

Correct Answer: C

QUESTION 3

You have setup up an application server and installed the runtimeconfig.war. When accessing the runtimeconfig web application `http://: /runtimeconfig`), you receive the following error:

org.apache.jasper.JasperException: javax.servlet.ServletException: java lang.NoClassDefFoundError:



com/avaya/runtimecommon/plat forms/Tool kit

How do you correct this Issue?

- A. Re-install the runtimeconfig.war file.
- B. Make sure the runtime support files are installed in the correct location.
- C. Restart Avaya Aura Experience Portal.
- D. Check that the Web License Manager (WebLM) is running. If not start WebLM.

Correct Answer: B

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 customer has added a Contact Data source and then runs the upload, which then fails. Which log should be checked for possible error messages?

- A. \$POM_HOME/logs/PIM_CmpMgr.log* log files
- B. \$POM_HOME?logs/PIM_CmpDir.log* log files
- C. \$POM_HOME/logs/PIM_Web.log log files
- D. \$POM_HOME/logs/CmpMgrService.out* log files

Correct Answer: A

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