



3309^{Q&As}

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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QUESTION 1

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 2

Which completion code is updated when any contact gets restricted due to Do Not Call (DNC)?

- A. DNCREQ
- B. DNC
- C. Restricted DNC
- D. Restricted

Correct Answer: C

QUESTION 3

In the intelligent customer routing (ICR) deployment, the standard ICR CCA session Detail Report (SDR) is shown below.

What is an accurate explanation of this SDR report?

- A. The call was initially queued on 70001@icr.com where due to SIP ERROR the call got re-queued 82003@icr.com. The call then observed a spike in Estimated Wait Time (EWT) and it was re-queued 92014@icr.com.
- B. The call was initially queued on 82003@icr.com where due to SIP ERROR the call got re-queued to 70001@icr.com. The call then observed a spike in EWT and it was re-queued 92014@icr.com.
- C. The call was initially queued on 70001@icr.com where due to spike in EWT the call got re-queued to 82003@icr.com. The call then observed SIP ERROR and it was re-queued 92014@icr.com.
- D. The call was initially queued on 82003@icr.com where due to spike in EWT the call got re-queued to 70001@icr.com. The call then observed SIP ERROR and it was re-queued 92014@icr.com.

Correct Answer: A



QUESTION 4

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

QUESTION 5

What three external systems are included in the Avaya Aura Experience Portal solution? (Choose three)

- A. Application servers (AS)
- B. Automatic Speech Recognition (ASR) and Text-to-Speech (TVS) speech servers
- C. Avaya Media Servers (AMS)
- D. Avaya Aura Communication Manager (AACM) servers and/or SIP Gateway servers
- E. Media Processing Server (MPS)

Correct Answer: ABD

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