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Exam   : **3309**

Title   : Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

Version : DEMO

1.The Alarm Manager page on Experience Portal Manager shows an Alarm:

Q_ICR62006: User-to-User header is missing from SIP response 183 Session Which Avaya product in the deployment is not configured correctly?

A. Avaya Aura Communication Manager

B. Avaya Aura Session Manager

C. Intelligent Customer Routing

D. Avaya Aura Experience Portal

Answer: A

2.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:// <host>: <port>/<application name>/index.html

D. Look at the Application Detail Report in the AAEP administration.

Answer: C

3.What is the last step that is required after successful installation of intelligent Customer Routing (ICR) Core?

A. Restart the terracotta service.

B. Restart the ICR Core service.

C. Restart the httpd service.

D. Reboot the machine.

Answer: D

4.You client reported the multi-server Avaya Aura Experience Portal (AAEP) local PostgreSQL database has become corrupted and you have determined you must restore the database from a backup of the system.

After restoring the database from the backup, which three actions must be performed? (Choose three)

A. Restart the vpms service on the Experience Portal Manager (EPM).

B. Reconnect each Media Processing Platform (MPP) with the EPM.

C. Restart the MPP service from the EPM.

D. Restart the avpSNMPAgentSvc on the EPM.

E. Install a new license file on the EPM.

Answer: A,B,D

5.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 shoe an Active Job, but no outgoing call spears 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".

Answer: C