

# DUMPS ARENA

## Avaya Aura Experience Portal with POM Implementation and Maintenance Exam

Avaya 3314

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

Which Proactive Outreach Manager (POM) component is responsible for launching voice calls, and sending SMS messages, or email messages using one or more EPM servers?

- A. Campaign Director
- B. Campaign Manager
- C. POM Monitor
- D. POM Pacing

**ANSWER: B****Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101051674> (12)

**QUESTION NO: 2**

Which two statements about Infinite Campaign are true? (Choose two.)

- A. An Infinite Campaign does not terminate by itself after processing all contacts.
- B. An Infinite Campaign is designated by Campaign Type 0.
- C. An Infinite Campaign terminates only when all agents log off from the campaign.
- D. An Infinite Campaign is terminated by manual intervention.
- E. An Infinite Campaign terminates automatically after processing all contacts.

**ANSWER: A D****Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100164132> (15)

**QUESTION NO: 3**

If the primary Experience Portal Manager (EPM) server is unavailable, which component can handle Application Interface web service and Application Logging web service requests?

- A. Auxiliary Session Manager

- B. Auxiliary Experience Portal Manager
- C. Secondary Media Processing Platform
- D. Auxiliary Media Processing Platform

**ANSWER: B**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100183017>

**QUESTION NO: 4**

Parameters that affect how voice data is sent through the network are administered for which Avaya Aura® Experience Portal (AAEP) component?

- A. Primary EPM
- B. Auxiliary EPM
- C. Media Processing Platform
- D. Speech server

**ANSWER: C**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101045870>

**QUESTION NO: 5**

Which component of Intelligent Customer Routing (ICR) is used for configuration and administration of ICR elements; such as, Core, Skills, Destinations, Call centers, Business hours, and Holidays?

- A. ICR CCA
- B. ICR Admin
- C. ICR Core
- D. ICR PDC

**ANSWER: B**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100180246> (13)

**QUESTION NO: 6**

Which two components are required to support an Avaya Aura® Experience Portal (AAEP) email application? (Choose two.)

- A. Speech Server
- B. Experience Portal Manager
- C. Media Processing Platform
- D. Web Application Server

**ANSWER: A B**

**QUESTION NO: 7**

ICR Call Control Application (CCA) cancels an existing queued call and re-queues that call.

Which two conditions would explain why the call was re-queued? (Choose two.)

- A. Best Service Routing (BSR) Polling to Avaya Aura® Communication Manager (AACM) failed.
- B. The ICR CCA received incomplete routing information from ICR Core.
- C. There was a spike in the Estimated Wait Time (EWT).
- D. The Queue Position increase was more than the configured Queue Position Spike Difference.

**ANSWER: A B**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/100176438>

**QUESTION NO: 8**

Which two types of connections does the Experience Portal Short Message Service channel support? (Choose two.)

- A. HTML
- B. IMAP4
- C. SMPP
- D. POP3

E. HTTP

**ANSWER: C E**

**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101045870>

**QUESTION NO: 9**

Which three roles are “templated” roles in Avaya Aura® Experience Portal (AAEP)? (Choose three.)

- A. Auditor
- B. Security Manager
- C. Supervisor
- D. User Manager
- E. Privacy Manager

**ANSWER: A B D**

**QUESTION NO: 10**

A PostgreSQL database is being used to support Proactive Outreach Manager (POM).

The pg\_hba.conf file needs to be changed so that when the system receives a connection request, it will have which property?

- A. IPv6 protocol enabled for the specified database
- B. A valid SSL certificate for the specified database
- C. Rights to connect to the specified database
- D. A license to connect to the specified database

**ANSWER: B**