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Avaya Aura Experience Portal with POM Implementation and Maintenance

Avaya 3309

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QUESTION NO: 1

Which two user roles can be used to add, change, or delete the Intelligent Customer

Routing (ICR) Control Application on the Experience Portal Manager? (Choose two)

A. Administration

B. Web Services

C. Maintenance

D. Operations

E. ICR Administrator

ANSWER: A E

Explanation:

Administration and **ICR Administrator** are the roles authorized to administer the Intelligent Customer Routing Control Application in Experience Portal Manager. The Administration role has broad system-administration privileges, including the ability to manage Experience Portal applications and their configuration. Those privileges encompass creating, modifying, and removing ICR Control Applications when administering the platform.

The ICR Administrator role is specifically intended for ICR-related administration. It grants the application-management permissions needed to maintain the ICR Control Application lifecycle, including adding a configuration, changing an existing configuration, and deleting one when it is no longer required. Assigning this focused role supports delegated administration: a user can administer ICR resources without necessarily receiving every platform-wide administrative responsibility.

Experience Portal uses role-based access control, so access to configuration functions is determined by the permissions associated with the authenticated user role. For an implementation, administrators should assign Administration only to users who require broad platform control and assign ICR Administrator to personnel responsible for customer-routing administration. Avaya product documentation and support resources are available through the Avaya Support portal and the Avaya Support resources page.

QUESTION NO: 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 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

Explanation:

The required corrective action is to log in to Experience Portal Manager with an Administration-role account and verify that the outcall username configured under POM Configuration, POM Server, Outbound Settings, and the Voice Server link has the Web Services role assigned. POM's campaign manager initiates outbound calls through the Experience Portal outcall web service using the credentials configured for that voice server connection. The logged fault explicitly indicates that authentication reached the web service but the configured account was not authorized to invoke it. Assigning the Web Services role gives that account the necessary permission to execute the service, allowing the active campaign to submit outbound-call requests successfully. This role must be assigned to the account stored in POM's outbound voice-server settings, rather than merely to the interactive administrator who signs in to investigate or restart the campaign. After the role is assigned and the configured credentials are confirmed, the campaign can continue making outbound calls. Avaya product documentation and downloads are maintained through the Avaya Support portal; relevant Experience Portal and POM documentation can be located through the portal's Downloads and Documentation area.

QUESTION NO: 3

If the "Generate UCID" field on the Application Launch Settings Advanced Parameters is set to "yes", which two statements are true? (Choose two.)

A. This setting is used only if the CM does not send a UCID.

B. The UCID generatedby the MPP overrides the CM UCID.

C. The MPP adds a two-digit application identifier to the UCID received from the CM.

D. The UCID from the Communication Manager (CM) is used regardless of the MPP setting.

ANSWER: B C

Explanation:

When *Generate UCID* is enabled in the Media Processing Platform application launch advanced settings, the MPP takes responsibility for producing the UCID used for the application interaction. Consequently, the UCID generated by the MPP takes precedence over the UCID supplied by Communication Manager for the application's handling and correlation of that call. This lets Experience Portal maintain a UCID form that is appropriate for its application-processing and reporting context.

The MPP-generated value incorporates the UCID received from Communication Manager and adds a two-digit application identifier. That application identifier distinguishes the application context while retaining the correlation information associated with the incoming CM call. Therefore, enabling the setting is not merely a fallback mechanism for calls that arrive without a CM UCID; it changes how the MPP creates and uses the UCID for launched applications. These behaviors support consistent call tracking across the Communication Manager-to-Experience Portal processing path. Avaya product documentation and maintenance materials are available through the Avaya Documentation Portal and the Avaya Support portal.

QUESTION NO: 4

Which three are exit reasons in an Intelligent Customer Routing (ICR) CCA Session detail report? (Choose three)

A. Call completed

B. Call failed

C. Call completed in SSA

D. Call routed

E. Call transferred

ANSWER: C D E

Explanation:

The ICR CCA Session Detail report identifies how each Intelligent Customer Routing Customer Call Application session left ICR processing. **Call completed in SSA** is an exit reason that records completion of the call while it is handled in the self-service application context. This outcome is important because it identifies sessions resolved through self-service rather than through a subsequent routing or transfer action. **Call routed** is an exit reason recorded when ICR completes its routing decision and directs the interaction to the selected destination. It provides the reporting outcome for the core ICR purpose: using the collected customer and business data to determine where the call should go. **Call transferred** is also an exit reason, recording that the session was handed off by a transfer operation. This distinguishes a transfer outcome from a routing decision or self-service completion, allowing administrators to analyze the final processing path for individual CCA sessions. These exit-reason values support troubleshooting and operational reporting by showing whether the session ended in self-service, was routed, or was transferred. Avaya product documentation and support materials are available through the Avaya Documentation portal and the Avaya Experience Portal product page.

QUESTION NO: 5

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

Explanation:

Reboot the machine is the required final step after an Intelligent Customer Routing Core installation completes successfully. The installation process deploys and configures several interdependent operating-system, application, and web-service components. A full reboot ensures that the installed binaries, environment settings, service dependencies, startup scripts, and network bindings are loaded cleanly from the newly configured system state. It also provides a controlled initialization sequence for the ICR Core platform so that its required services start under the correct configuration and are available for subsequent validation and administration.

In implementation practice, the reboot should be performed only after the installer reports successful completion and after any installation output or logs needed for troubleshooting have been retained. Once the server is back online, the administrator can confirm that the host is reachable and continue with the prescribed post-installation verification and configuration tasks. Avaya publishes product implementation material through its Documentation Portal; applicable software, documentation, and support resources are also available from Avaya Support.

QUESTION NO: 6

In the Intelligent Customer Routing (ICR) deployment, Chicago and Denver are the two call centers. Both call centers have an equal number of agents to handle calls for a specific skill. You want to route more calls to the Chicago call center.

What needs to be done while configuring Skill and Vector Directory Number (VDN)?

A. On the Skill configuration page, configure the Agent Strategy as "Preferred location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for VDN on Denver call center.

B. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Chicago call center compared to the Adjust By value for the VDN on Denver call center.

C. On the Skill configuration page, configure the Agent Strategy as "Preferred Location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on the Chicago call center.

D. On the Skill configuration page, configure the Agent Strategy as "UCD-MIA". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on the Chicago call center.

ANSWER: C

Explanation:

On the Skill configuration page, configure the Agent Strategy as "Preferred Location". On the VDN configuration page, set a higher Adjust By value for the VDN on the Denver call center compared to the Adjust By value for the VDN on the Chicago call center. This configuration deliberately biases ICR routing toward Chicago when the two locations otherwise have equivalent agent availability and routing conditions. The Preferred Location agent strategy enables ICR to use location preference as part of its site-selection behavior rather than relying solely on a uniform distribution approach. The VDN-level Adjust By setting is then used to influence the calculated routing result for each site. Applying the higher adjustment to Denver makes Denver comparatively less preferred, so Chicago receives a larger share of the calls for the skill. This is appropriate when the sites have the same number of qualified agents but the business requires a controlled preference for one location without changing staffing levels or the skill assignment itself. The configuration should be applied consistently to the corresponding skill and VDN records participating in the ICR decision. Avaya product documentation and administration guides are available through the Avaya Documentation portal and the Avaya Support site.

QUESTION NO: 7

When performing a backup of the Avaya Aura® Experience Portal (AAEP), which two operating systems are supported for the backup server? (Choose two.)

Microsoft Windows

B. Red Hat Enterprise Linux

C. Oracle Solaris

D. Unix

E. IBM AIX

Answer: A,B

A. Red Hat Enterprise Linux

B. Oracle Solaris

C. Unix

D. IBM AIX

ANSWER: A

Explanation:

Microsoft Windows and Red Hat Enterprise Linux are the supported operating-system platforms for an Avaya Aura Experience Portal backup server. AAEP backup operations use Avaya-provided backup tooling and a backup-server configuration that is explicitly qualified for these two platform families. The backup server provides the central destination and management point for Experience Portal backup data, allowing administrators to preserve application, configuration, and system information according to the documented backup and restore procedure. Using a supported platform is important because the installation prerequisites, supported backup utilities, connectivity requirements, permissions, and recovery workflow are validated by Avaya for these environments. In practice, the administrator should also use the applicable AAEP release documentation, since supported releases and detailed prerequisites can vary by product version and patch level.

Avaya publishes product documentation through its documentation portal and provides product support resources, release notes, and downloads through the Avaya Support site. Consult the AAEP documentation for the deployed release before building or changing a backup-server environment: Avaya Documentation and Avaya Support.

QUESTION NO: 8

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

DNCREQ

B. DNC

C. Restricted DNC

D. Restricted

Answer: C

A. DNC

B. Restricted DNC

C. Restricted

ANSWER: B

Explanation:

Restricted DNC is the completion code updated when Proactive Outreach Manager restricts a contact because of a Do Not Call request. A DNC restriction is a compliance-related outcome: it identifies that the contact must no longer be selected for outbound contact attempts under the applicable DNC rules. Updating the contact with **Restricted DNC** provides a specific, auditable indication that the restriction was caused by DNC processing rather than by a general restriction or another campaign outcome. This distinction is important for campaign operations, reporting, contact-history review, and for ensuring that subsequent outbound selection honors the contact's opt-out status. Administrators should ensure that DNC-related completion-code handling and contact-list processing are configured consistently with organizational policy and applicable regulations. Avaya documentation and implementation materials are available through the Avaya Documentation portal; product support resources, including technical documentation access and notices, are available from Avaya Support.

QUESTION NO: 9

An Avaya Aura® Experience Portal application uses Automatic Speech Recognition (ASR), but callers receive a speech-resource error when they respond to a prompt.

Which external resource should be checked first?

A. Speech server

B. Campaign Director

C. Experience Portal Manager Email Processor

D. CMS data feed

ANSWER: A

Explanation:

The **speech server** should be checked first. ASR requires an available speech-processing resource that can receive MRCP requests from the MPP and return recognition results to the application. If the speech server is unavailable, unreachable, or not correctly configured, the MPP cannot obtain recognition results for caller speech.

Communication Manager provides call control, and the application server provides VoiceXML application content. These components do not perform the conversion of spoken caller input into recognized text or grammar matches. Avaya Experience Portal documentation is available from the Avaya Documentation portal.

QUESTION NO: 10

A POM campaign is displayed as active, but campaign calls are not being placed. The campaign manager log indicates that the Outcall web service returned an authorization fault.

Which two actions should be taken to correct the condition? (Choose two.)

A. Verify that the configured Outcall user is enabled and not locked.

B. Assign the Web Services role to the configured Outcall user.

C. Assign the POM Campaign Manager role to the configured Outcall user.

D. Restart the campaign without changing the Outcall user configuration.

E. Increase the speech-server license capacity.

ANSWER: A B

Explanation:

The administrator should verify that the configured Outcall user is enabled and not locked, and verify that the same user has the **Web Services** role in Experience Portal Manager. POM uses the credentials configured in its outbound voice-server settings when it invokes the AAEP Outcall web service. The account must be valid and authorized to use that service.

Restarting the campaign without correcting the account configuration does not resolve an authorization failure. Assigning the POM Campaign Manager role to the Outcall user does not grant the AAEP web-service permission required to submit outbound call requests. Speech-server licensing is relevant only when the application uses speech resources and does not correct Outcall web-service authorization. Consult the applicable POM documentation through the Avaya Documentation portal.

QUESTION NO: 11

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

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

A. There was a spike in the Estimated Wait Time (EWT).

B. The ICR CCA received incomplete routing information from ICR Core.

C. The Queue Position increase was more than the configured Queue Position Spike Difference.

D. Best Service Routing (BSR) Polling to Avaya Aura® Communication Manager (AACM) failed.

E. The EWT information was not provided to the ICR CCA by the Self Service application, and AACM provided EWT which is greater than EWT spike configuration.

ANSWER: A C D

Explanation:

ICR Call Control Application continuously evaluates whether a queued call should remain on its current routing path. “There was a spike in the Estimated Wait Time (EWT).” is a valid requeue trigger because a significant increase in predicted delay can make a new routing decision appropriate. “The Queue Position increase was more than the configured Queue Position Spike Difference.” is also a configured condition for reassessing the call: an unexpected deterioration in queue position indicates that the original queue estimate may no longer represent the best available treatment. “Best Service Routing (BSR)

Polling to Avaya Aura® Communication Manager (AACM) failed." can likewise cause the queued call to be cancelled and re-queued so ICR can re-establish routing control and obtain current routing information rather than continue using an unavailable or stale BSR polling result. These behaviors support ICR's purpose of monitoring queued calls and adapting routing when queue conditions materially change or routing-status communication fails. Avaya's Experience Portal product and support resources provide the product-level documentation context for ICR, CCA, and Communication Manager integration: Avaya Experience Portal and Avaya Support.

QUESTION NO: 12

In a multiple server deployment of Intelligent Customer Routing (ICR), which two ICR components can "install" on an Auxiliary EPM? (Choose two.)

A. ICR CCA

B. ICR Admin

C. ICR Core

D. ICR PDC

ANSWER: B D

Explanation:

In a distributed Intelligent Customer Routing deployment, an Auxiliary Experience Portal Manager is used to place selected ICR services on an additional server rather than concentrating every function on the primary EPM. **ICR Admin** can be installed on an Auxiliary EPM to provide the administration service in the multi-server ICR topology. This placement supports access to ICR administration functions while allowing the deployment to separate ICR workloads across the available EPM servers. **ICR PDC** can also be installed on an Auxiliary EPM. PDC is an ICR service that participates in the routing solution's distributed processing and is specifically supported as an Auxiliary EPM installation role. The installation role selected for an EPM is important: the primary and auxiliary servers do not provide an arbitrary interchangeable set of ICR components. Administrators should therefore follow the documented multi-server component-placement model and select the appropriate ICR installation packages for each EPM host. Avaya's product documentation and support resources provide the applicable installation, maintenance, and deployment guidance for the installed Experience Portal release: Avaya Support Documentation and Avaya Experience Portal product information.

QUESTION NO: 13

Which Intelligent Customer Routing (ICR) component load balancing routing requests across multiple ICR Cores?

A. the ACR call Control application (CCA)

B. the ICR Pluggable Data Connector (PDC)

C. the ICR Core

D. the Self Service Application (SSA)

ANSWER: B

Explanation:

The ICR Pluggable Data Connector (PDC) is the component that receives routing-related requests and distributes them among the available ICR Core instances. This provides load balancing at the ICR service layer, allowing routing requests to be directed to an appropriate Core rather than relying on a single Core instance. The PDC acts as the integration-facing connector for routing data and requests, while its awareness of multiple Core instances supports scalability and resilience in an ICR deployment. When more than one ICR Core is configured, the PDC can use the available Core capacity to spread request processing and help maintain routing-service availability if an individual Core becomes unavailable. This role is important in production Experience Portal environments because routing decisions often depend on timely access to customer, agent, and business-rule data. Using the PDC as the balancing point lets applications submit requests through a

consistent integration interface while the ICR platform handles distribution across the Core tier. Avaya product documentation and technical resources for Experience Portal deployments are available through the Avaya Support portal and the Avaya Experience Portal product page.

QUESTION NO: 14

Which two statements about the "priority" of a campaign are true? (Choose two)

A. Available priorities are 1-10

B. The priority of the campaign determines the number of licenses allocated by Proactive Outreach Manager (POM) to a particular campaign during execution.

C. The priority of the campaign determines when the campaign will start.

D. Available priorities are 1-5

E. Campaign priority determines the media channels used by a campaign

ANSWER: A B

Explanation:

In Proactive Outreach Manager, campaign priority is a resource-management setting used when campaigns compete for the platform capacity required to run. The supported campaign-priority range is 1 through 10, allowing an administrator to rank campaigns with a finer degree of control than a five-level scheme. This ranking is particularly important when multiple active campaigns require outbound resources at the same time.

The priority also guides how Proactive Outreach Manager allocates available licenses among campaigns during execution. A campaign assigned a higher priority is favored when the system distributes limited licensed capacity, helping critical outreach activities receive the resources they need. Administrators should therefore set campaign priority according to business urgency, service commitments, and the relative importance of each outreach initiative, while separately configuring scheduling and the media/channel settings appropriate for the campaign.

This behavior is part of POM campaign administration and capacity planning in Avaya Aura Experience Portal. Consult the product documentation available through Avaya Support and the Avaya Aura Experience Portal product page for release-specific implementation and administration material.