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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

The Rule Editor designs restrictions (Rules) for agent-based campaigns. Rules are run prior to new call attempts.

Which three are valid Rule Categories? (Choose three.)

- A. Nuisance Frequency
- B. Local Area Codes
- C. Attempt Frequency
- D. Call Classification
- E. Attempt Completions Code

ANSWER: A C E

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101035745>

QUESTION NO: 2

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: 3

The Avaya Aura® Experience Portal (AAEP) system consists of which two major subsystems? (Choose two.)

- A. Avaya Oceana

- B. Experience Portal Manager (EPM)
- C. Private Branch Exchange (PBX) servers
- D. Media Processing Platform (MPP)
- E. Application Enablement Services (AES)

ANSWER: B D

QUESTION NO: 4

On the Avaya Aura® Experience Portal (AAEP) system that will perform voice campaigns, which three prerequisites are required on the AAEP before installing Avaya

Proactive Outreach Manager (POM) software? (Choose three.)

- A. Install an email server
- B. Ensure VoIP ports (H.323 or SIP) are in service
- C. Ensure the correct number of telephony and POM licenses
- D. Install an SMS gateway
- E. Configure on the external database

ANSWER: B C E

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101041971>

QUESTION NO: 5

Proactive Outreach Manager (POM) employs the use of an Agent script editor.

Which two statements accurately represent the usage of this Agent Script editor? (Choose two.)

- A. The Agent scripts can be XML or in VXML formats.
- B. The Agent scripts can be in Native or URL formats.
- C. It is a utility used by agents to update/view Customer or Contact attributes.
- D. It is a utility used by customers to update their information using self-service menu.

ANSWER: B C

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101019275>

QUESTION NO: 6

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: 7

Which Avaya Aura® Experience Portal component interfaces with WebLM server for licensing services?

- A. Primary Experience Portal Manager
- B. Session Manager
- C. Communication Manager
- D. Media Processing Platform
- E. Auxiliary Experience Portal Manager

ANSWER: A**Explanation:**

Reference: <https://downloads.avaya.com/css/P8/documents/101045872>

QUESTION NO: 8

Proactive Outreach Manager (POM) logs can be viewed from either the EPM web interface or from which disk folder?

- A. \$POM_HOME/logs
- B. \$CATALINA_HOME/webapps/POManager/logs
- C. \$AVAYA_VPMS_HOME/logs/pom
- D. \$AVAYA_MPP_HOME/logs/pom

ANSWER: A

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101032783> (13)

QUESTION NO: 9

When a call center is administered for Intelligent Customer Routing (ICR), what is the purpose of the Primary ACD Identifier field?

- A. The field is available for future use and is not currently used.
- B. The field is used to identify the link between the Session Manager and the Communication Manager.
- C. The field sets the priority for routing to an ACD.
- D. The field is a unique logical identifier of an ACD for which ICR receives the skill and agent data feeds from CMS rt_socket.

ANSWER: D

QUESTION NO: 10

Which IP address is used by EPM to access or communicate with the MPP?

- A. Network Address (VoIP)
- B. Host Address
- C. Network Address (MRCP)
- D. Network Address (AppSvr)

ANSWER: B

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/100146871>

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