

DUMPS ARENA

Avaya Aura Experience Portal with POM Implementation and Maintenance Exam

Avaya 3314

Version Demo

Total Demo Questions: 10

Total Premium Questions: 67

Buy Premium PDF

<https://dumpsarena.com>

sales@dumpsarena.com

dumpsarena.com

QUESTION NO: 1

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: 2

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: 3

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: 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

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: 7

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>

QUESTION NO: 8

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: 9

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: 10

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)

DUMPSARENA