

Avaya Aura® Solutions

1. You have installed an Orchestration Designer application on a Tomcat application server and try at call to the application. The test call fails.

A. Check the Avaya Aura experience Portal (AAEP) System Monitor.

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

C. Open a browser window and access the application `Http:// <host>: <port>/<application name>/index.html`

D. Check AAEP administration System Maintenance > Log Viewer

Answer(s): C

2. Your Avaya Aura Experience Portal has been in operation for several months; and you notice that the /var file system has only 50% of the file storage space available.

A. Tomcat logs

B. Process Logs

C. Transcriptions Logs

D. Apache/httpd logs

E. PostgreSQL logs

Answer(s): D,E

3. A customer has added a Contact Data source and then runs the upload, which then fails. Which log should be checked for possible error messages?

A. \$POM_HOME/logs/PIM_CmpMgr.log* log files

B. \$POM_HOME/logs/PIM_CmpDir.log* log files

C. \$POM_HOME/logs/PIM_Web.log log files

D. \$POM_HOME/logs/CmpMgrService.out* log files

Answer(s): A

4. In preparation for upgrading an Avaya Voice Portal system to Avaya Aura Experience Portal (AAEP) 6.0, you install a new Red Hat Enterprise Server Release 6.0 32 bit on a single CPU 1.6 GHz server with 2 GB RAM. During AAEP installation you receive errors from the Prerequisite Checker.

A. Upgrade the server to a minimum of 4 GB of RAM.) Upgrade the server to a minimum of 320 GB Disk, 7200 RPM.

B. Bypass the Prerequisite Checker as it provides only a recommendation and not a requirement to run AAEP.

C. Upgrade Red Hat ELS 6.0 OS from 32 bit to 64 bit as it is able to make more efficient use of the 2 GB RAM.

D. Replace or upgrade the server with a minimum of Dual Quad Core 1.6 GHz Pentium 4 or equivalent processors.

Answer(s): A,D

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

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

B. Available priorities are 1-10

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

D. Available priorities are 1-5

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

Answer(s): B,E

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

A. Linux

B. Oracle Solaris

C. Microsoft Windows

D. IBM AIX

E. Unix

Answer(s): A,C

7. Consider that Proactive Outreach Manager (COM) has been implemented, administered and is now in live production. The POM Monitor can be used for real-time monitoring of the active campaigns and data imports. Which two statements are correct? (Choose two)

A. An organization user can monitor campaigns and data imports created by the users belonging to the specific organization.

B. Lightweight Directory Access Protocol (LDAP) has to be configured to enable users to have appropriate privileges to monitor POM Campaigns in real-time.

C. A global user that has POM administration and POM Campaign Manager roles can monitor all the campaigns and data imports across all organizations.

D. The Avaya Aura Experience Portal super-root user can monitor all the campaigns and data imports | across all organizations.

Answer(s): A,C

8. 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.

A. Restart the avpSNMPAgentSvc on the EPM.

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

C. Install a new license file on the EPM.

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

E. Restart the MPP service from the EPM.

Answer(s): A,B,D

9. You want to setup a single server Avaya Aura Experience Portal system. Which three components can co-reside on a single server? (Choose three)

A. Auxiliary EPM

B. Telephony server

C. Application server

D. Primary Experience Portal Manager (EPM)

E. Media Processing Platform (MPP)

Answer(s): C,D,E

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

A. the ACR call Control application (CCA)

B. the Self Service Application (SSA)

C. the ICR Core

D. the ICR Pluggable Data Connector (PDC)

Answer(s): D

11. A technician determines that even though the Intelligent Customer Routing (IC-R) Core is function correctly, ICR Core logs are not displayed under Log Viewer of experience Portal Manager.

A. ICRAAdminUKI

B. ICRSipUserName

C. VPProductID

D. VPRemoteLogWebService

E. ICRSipTCPPort

Answer(s): C,D

12. After building an Avaya Aura Experience Portal (AAEP) system you choose to install additional pack, from the Red Hat distribution media (such as mod_nss package from the Servers/Web Servers section and download updates to existing packages. You now find that you are unable to access AAEP web administration pages.

A. Updating existing software packages on AAEP servers to newer releases than the ones delivered by or validated by AAEP installation media is supported and will not impact AAEP operatic upgrades at a later date.

B. You can install antivirus software on the AAEP servers. Make sure you use on-access scanning where your antivirus software runs whenever a file is changed. In addition, enable it to start scanning at the

system startup by default. These features will not interfere with AAEP performance or the time that it takes for an AAEP system to come back online after a reboot.

C. Adding additional software packages not normally required by AAEP may require configuring new packages to use alternate network ports not reserved by Experience Portal.

D. Adding additional software packages on the AAEP servers other than the ones delivered by or validated by AAEP Installation media is supported and will not impact AAEP operations or upgrades at a later date.

Answer(s): C

13. When installing Avaya Proactive Outreach manager (POM) software on the Avaya Aura Experience Portal (AAEP), which two interfaces may be used to install the software? (Choose two)

A. The AAEP Web administration POM menu

B. The Remote Desktop

C. The Tomcat Administration Screen

D. The command line interface (CLI)

E. The graphical user interface (GUI)

Answer(s): D,E

14. You have received alarm event "QSYSM00056 MPP disk use (85% percent) has exceeded the configured low threshold of 80 percent" on your co-resident Avaya Aura Experience Portal server. You login to the server and run the below Red Hat administrative command to review disk space usage:

A. `/var/lib/pgsql/data`

B. `/home`

C. `/var/spool/mail`

D. /opt.Tomcat/apache-tomcat-6.0.32/webapps

E. /opt/Avaya/InstallAgent/download

Answer(s): A,B,E

15. A/hen configuring a scheduled report on the Avaya tie types may be selected? (Choose three)

A. .xls (Microsoft Excel)

B. .pdf (Portable Document Format)

C. .csv (Comma separated value)

D. .doc (Microsoft Word)

E. .jpg (Digital Image)

Answer(s): A,B,C

16. A customer has chosen the Avaya Aura Experience Portal (AAEP) software only offer.

A. dual 1.8 GHz Pentium 4, z GB of RAM, 100/1000 Base-T Ethernet controller full duplex

B. dual 1.8 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller half duplex

C. dual 1.6 GHz Pentium 4, 4 GB of RAM, 100/1000 Base-T Ethernet controller full duplex

D. single 2.4 GM/ Pentium 4 with hyper threading enabled, 4 GB of RAM, 100/1000 Base-T Ether controller full duplex

Answer(s): C

17. Your customer has configured VoIP connectivity on Avaya Aura Experience Portal. Calls made to the system are not responding with the correct speech recognition response.

A. the content of the Avaya network log server.log/log

B. the error logs in the speech recognition server

C. the audio/basic and audio/x-alaw-basic settings In the Web Administration screen

D. the Call Data Summary Report

Answer(s): B,C

18. Avaya Proactive Outreach Manager (POM) requires access to a database. Which two database types are supported? (Choose two)

A. MS SQL Server 2000

B. Postgres 8.2.3 or higher

C. Oracle 0.0 or higher Id

D. Sybase 12.5 or higher

E. Informix 9.21.UC4

Answer(s): B,C

19. Under Skill configuration, the cache freshness is 10 seconds and slacktime is 5 seconds.

A. ICR Core performs polling and updates the cache. It then provides routine information to this call.

B. IRC Core will not perform polling. It provides routing information from the cache.

C. ICR Core provides routing information from the cache. It then performs polling and updates the cache.

D. ICR Core performs polling and provides routing information, but the cache is not updated.

Answer(s): B

20. A customer has installed Avaya Aura Experience Portal, but no port was specified in the configuration the WebLM server. What is the default port used by the WebLM server?

A. 443

B. 8443

C. 8080

D. 28443

Answer(s): B
