Question 1

Which two statements about the priority of a Proactive Outreach Manager (POM) campaign are true? (Choose two.)

Campaign priority determines the media channels used by a campaign.

Options:

A) Available priorities are Critical, Major, Minor.

B) Available priorities are 1-10.

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

D) The priority of the campaign determines the number of licenses POM allocates to a particular campaign during execution.

Answer:

B, D

Question 2

In Intelligent Customer Routing (ICR), on which administration page do you configure settings that were previously configured using the icrcca.properties file of the previous release?

Options:

A) Destination Configuration page

B) icrcore.properties file

C) ICR Core Configuration page

D) ICR Application Configuration page

Answer:

B

Question 3

Question Type: **MultipleChoice**

In Intelligent Customer Routing (ICR), on which administration page do you configure settings that were previously configured using the icrcca.properties file of the previous release?

A) Destination Configuration page

B) icrcore.properties file

C) ICR Core Configuration page

D) ICR Application Configuration page

Answer:

B

Question 4

Question Type: MultipleChoice

When the Avaya Aura Experience Portal (AAEP) software receives 3 call, what starts the associated speech application that controls the call flow?

Options:

A) ASR

B) ITS

C) MPP

D) EPMs

Answer:

C

Question 5

Question Type: **MultipleChoice**

Which two statements about the priority of a Proactive Outreach Manager (POM) campaign are true? (Choose two.)

Campaign priority determines the media channels used by a campaign.

Options:

A) Available priorities are Critical, Major, Minor.

B) Available priorities are 1-10.

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

D) The priority of the campaign determines the number of licenses POM allocates to a particular campaign during execution.

Answer:

B, D

Question 6

Question Type: MultipleChoice

When setting up a single server Avaya Aura Experience Portal (AAEP), the system must communicate with a speech server to process ASR and TTS transactions.

Where do you define the Network Address (MRCP) that the speech server uses to communicate with the AAEP system?

Options:

A) Add the MPP and enter the IP address associated with the network interface on the MPP from the MPP Servers page, which is used to connect to the speech server in the Network Address (MRCP) field.

B) Add the MPP and then enter the speech server IP address in the Network Address (AppSvr) field from the MPP Servers page.

C) Enter the IP address of the speech server in the Network Address (MRCP) field from the EPM Servers page.

D) Use the default entry in the Network Address (AppSvr) field from the EPM Servers page.

Answer:

B

Question 7

Question Type: MultipleChoice

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

Options:

A) Auditor

B) Security Manager

C) Supervisor

D) User Manager

E) Privacy Manager

Question 8

Question Type: **MultipleChoice**

Which two types of connections does the Experience Portal Short Message Service channel support?

Options:

A) HTML

B) 1MAP4

C) POP3

D) SMPP

E) HTTP

Answer:

B, C

Question 9

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

Options:

A) For blind and supervised transfers (using CCXML tag), the MPP uses the same UCIO as the call being transferred.

B) The MPP adds a two-digit application identifier to the UCID received from the CM-

C) The UCID generated by the MPP overrides the CM UCID.

D) If the CM does not pass a UCID to Experience Portal, the MPP server generates a UCID.

E) For Bridge and Outcalls, MPP will generate a new UCID.

Answer:

B, C