Question 1

If you need to verify the state of the Campaign Manager, Campaign Director, Agent Manager, ActiveMQ and RuleServer processes, which EPM page would you consult?

Options:

A- Real-time Monitoring > System Monitor

B- POM Monitor

C- Campaigns > Campaign Manager

D- Configurations > POM Servers > POM Manager

Answer:

D

Question 2

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.)

Question 3

On a Proactive Outreach Manager (POM) system, agents are automatically assigned to running job tasks.

When agents are eligible for multiple Jobs, which two parameters determine agent assignment to an eligible job? (Choose two.)

Options:

A- Agents with the longest idle time are reserved for an eligible job

B- Priority of calls in the queue

C- Priority of the job task

D- Agent skill level

Answer:

C, D

Question 4

Question Type: **MultipleChoice**

In Proactive Outreach Manager (POM), which two statements about skill-based pacing are true? (Choose two.)

Options:

A- You can monitor inbound traffic based on the skill defined on a Call Center Elite system and adjust the rate of attempts using the given thresholds.

B- You can use the monitored parameters to generate more inbound calls via Avaya Aura(R) Contact Center or CM Elite.

C- You can monitor based on call volumes within skills in either the Avaya Aura(R) Contact Center or Call Center Elite.

D- If you disable the skill for pacing, while the skill-based campaign is running, the changes take effect immediately on the running campaign.

Answer:

A, B

Question 5

Question Type: MultipleChoice

Which statement with respect to the setup of Proactive Outreach Manager (POM) zones is true?

Options:

A- An organization defined in a specific zone can, under certain circumstances, use more resources than have been assigned to that zone.

B- The allocation of the Agent Manager can be changed without disruption of any currently logged in agents.

C- Licenses are automatically moved between zones if needed.

D- One campaign can run simultaneously in multiple zones on a system.

Answer:

B

Question 6

Question Type: MultipleChoice

Which component in Proactive Outreach Manager (POM) is responsible for defining the rules at the address or agent level, and evaluates them before the call attempts?

Options:

A- Rule Engine

B- Campaign Director

C- POM Web Services

D- POM Driver

Answer:

A

Question 7

What is the purpose of the Operational Database?

Options:

A- To work as a temporary database, creating a new table for each job to hold filtering and sort criteria changes, being applied dynamically

B- To add a new database to the current Schema, acting as default database in case of data inconsistency in the server database

C- To increase the number of concurrent users to POM for different jobs, using the same MPP resources, from either the primary or the auxiliary server

D- To Load Balance with the POM database, sharing campaign contacts and rules, and collecting real time information from the POM Monitor

Question 8

Question Type: **MultipleChoice**

Which two statements about Infinite Campaign are true? (Choose two.)

Options:

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

Question 9

Which statement about Proactive Outreach Manager (POM) is true?

Options:

A- The POM call back feature supports progressive dialing mode.

B- Contact Recorder uses the same Dialer license for the integration with POM.

C- POM feeds outbound activities into Context Store as touchpoint information for the Customer Journey.

D- POM provides Common Agent Desktop integration with Call Center Elite.

Answer:

C

Question 10

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.)

Options:

A- Nuisance Frequency

B- Local Area Codes

C- Attempt Frequency

D- Call Classification

E- Attempt Completions Code

Answer:

A, C, E