Question 1

In 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 UCID as the call being transferred.

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

C- For Bridge and Outcalls, MPP will generate a new UCID.

D- The UCID generated by the MPP overrides the CM UCID.

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

Answer:

B, C, D

Question 2

To send certain alarm codes to the syslog server, which three actions are required? (Choose three.)

Options:

A- Administer the Syslog Server IP address and port.

B- Enable sending of events to syslog.

C- Setup the syslog server to accept the alarm codes.

D- Administer an email address to receive the alarms.

Answer:

A, B, D

Question 3

Which report provides information about resource utilization and operational measurements on the specified Media Processing (MPP) servers?

Options:

A- Performance

B- Application Detail

C- Contact Detail

D- Session Detail

E- Data Export

Answer:

A

Question 4

Question Type: MultipleChoice

For Avaya Aura Experience Portal (AAEP) systems that do not use the organization feature, what information is displayed on the Audit
Log report?

Options:

A- A list of generated alarms

B- All actions performed by all users logged into the EPM

C- Debug information for a particular AAEP component

D- Information about all call-handling sessions for the AAEP system

Answer:

B

Question 5

Question Type: MultipleChoice

Refer to the exhibit.

CCA Duration	410
WTA Duration	300
SSA Duration	100
Maximum Queue Position Destination	70001@icr.com
Maximum Queue Position	10
Maximum EWT Destination	82003@icr.com
Maximum EWT	3000
Re-queue Reason list	SIP_ERROR:480#EW
Destination	92014@icr.com
Exit Reason	Call Routed.

In an Intelligent Customer Routing (ICR) deployment, the Standard ICR CCA Session Detail Report (SDR) is shown below.

What is the accurate explanation of this SDR report?

Options:

A- The call was initially queued on 70001@icr.com. Due to a spike in EWT the call was re-queued to 82003@icr.com. The call then observed a SIP ERROR and it was re-queued 92014@icr.com.

B- The call was initially queued on 70001@icr.com. Due to a SIP ERROR the call was re-queued to 82003@icr.com. A spike in Estimated Wait Time (EWT) re-queued the call to 92014@icr.com.

C- The call was initially queued on 82003@icr.com. Due to a SIP ERROR the call was re-queued to 70001@icr.com. A spike in EWT re-queued the call to 92014@icr.com.

D- The call was initially queued on 82003@icr.com. Due to a spike in EWT the call was re-queued to 70001@icr.com. The call then

observed a SIP ERROR and it was re-queued 92014@icr.com.

Answer:

B

Question 6

Question Type: MultipleChoice

A technician has upgraded the Primary Experience Portal Manager (EPM) and finds that the Auxiliary EPM is no longer able to communicate with It.

Which corrective action must be taken?

Options:

A- Upgrade the Auxiliary EPM.

B- Log into Linux on the MPPs and run bash setup_vpms.php <Primary EPW>

C- Log into Linux on the Media Processing Platforms (MPPs) and restart the hctpd.

D- Log into Linux on the Auxiliary EPM (AUX) and restart the httpd.

Answer:

A

Question 7

Question Type: MultipleChoice

Which EPM web page is used to specify the report data to be collected from an MPP and for how long the data will be stored?

Options:

A- Report DB Settings

B- Report Data Configuration

C- MPP Servers

D- EPM Servers

Answer:

C

Question 8

Which report displays information starting with the initial inbound or outbound call and ending with the termination of the CCXML page?

Options:

A- Data Report

B- Application Detail Report

C- Contact Detail Report

D- Session Detail Report

Answer:

D

Question 9

Which component of the Proactive Outreach Manager (POM) solution supports load balancing, even in a multi-server installation?

Options:

A- Campaign Manager

B- Rule Engine

C- Campaign Director

D- POM Database Server

Answer:

A

Question 10

Question Type: **MultipleChoice**

In Avaya Aura Experience Portal, prior to conducting a system restore, which script should be run to mount the backup device onto the Linux file system?

Options:

A- sys_details

B- do_MntDrv

C- bkup_system

D- do_RestoreData

Answer:

B

Question 11

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

Answer:

A, B, D