Free Questions for **3314** by **certscare**

Shared by **Dunlap** on **29-01-2024**

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Question 1

When performing a backup of the Avaya Aur3 Experience Portal (AAEP), which two operating systems are supported for the backup server? (Choose two.)

Options:

A- IBM AIX

B- Unix

C- Oracle Solaris

D- Red Hat Enterprise Linux

E- Microsoft Windows

Answer:

B, D

Question 2

In addition to the standard date and time filters, the ICR CCA Session Detail Report offers optional filters for what information? (Choose two.)

Options:

A- Failure Reason

B- Abandon Reason

C- Exit Reason

D- Re-queue Reason

Answer:

C, D

Question 3

Question Type: MultipleChoice

Intelligent Customer Routing (ICR) is being deployed with two call centers, Chicago and Denver. The expectation is to route more calls to the Chicago call center than are routed to the Denver call center.

Which Skill and Destination configurations are required?

Options:

A- On the Skill configuration page, configure the Agent Strategy as UCD-MIA.On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the Denver call center, compared to the Adjust By value for the Polling VDN on the Chicago call center.

B- On the Skill configuration page, configure the Agent Strategy as Preferred Location.On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the Denver call center, compared to the Adjust By value for the Polling VDN on the Chicago call center.

C- On the Skill configuration page, configure the Agent Strategy as UCD-MIA.On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the Chicago call center, compared to the Adjust By value for the Polling VDN on Denver call center.

D- On the Skill configuration page, configure the Agent Strategy as Preferred Location.On the Destination configuration page, set a higher Adjust By value for the Polling VDN on the Chicago call center, compared to the Adjust By value for the Polling VDN on Denver call center.

Answer:

D

Question 4

When a call center is administered for Intelligent Customer Routing (ICR), what is the purpose of the Primary ACD Identifier field?

Options:

A- The field sets the priority for routing to an ACD.

B- The field is a unique logical identifier of an ACD for which ICR receives the skill and agent data feeds from CMS rt_soc)cet.

C- The field is used to identify the link between the Session Manager and the Communication Manager.

D- The field is available for future use and is not currently used.

Answer:

A

Question 5

In a multiple server deployment of Intelligent Customer Routing (ICR), which two ICR components can "Install" on an Auxiliary EPM? (Choose two.)

Options:

A- ICR CCA

B- ICR Admin

C- ICR Core

D- ICR PDC

Answer:

A, C

Question 6

Question Type: MultipleChoice

A PostgreSQL database is being used to support Proactive Outreach Manager (POM).

The pg_hb

a.conf file needs to be changed so that when the system receives a connection request, it will have which property?

Options:

A- Rights to connect to the specified database

B- A valid SSL certificate for the specified database

C- A license to connect to the specified database

D- IPv6 protocol enabled for the specified database

Answer:

B

Question 7

Question Type: **MultipleChoice**

What are the two ways to deliver Proactive Outreach Manager (POM) scheduled reports? (Choose two.)

Options:

A- E-mail

B- CCXML file

C- SMS message

D- RSS feed

Answer:

A, C

Question 8

Question Type: MultipleChoice

Which statement best describes the concept of Proactive Outreach Manager (POM) campaigns?

Options:

A- A campaign is a group of agents assigned to a specific job/task.

B- A campaign is a collection of contact records with contact attributes, a media channel to contact them, and a contact strategy that defines when and how to reach them.

C- A campaign is a strategy defining when to best contact contacts.

D- A campaign is a collection of customer names, telephone numbers, and e-mail addresses.

Answer:

B

Question 9

Question Type: MultipleChoice

An administrator is configuring a Proactive Outreach Manager system for integration with Workforce Optimization.

On which configuration page can this be done?

Options:

A- Configuration > POM Zone Configuration

B- Configuration > POM servers

C- Configuration > POM Zone Licenses

D- Configuration > Global Configurations

Answer:

D

Question 10

In a geographical redundant configuration for Proactive Outreach Manager (POM), zone A fails and the campaign Is taken over by zone B.

Which licenses are going to be used when running the campaign in the fail-over zone B?

Options:

A- A geo redundant license must be installed

B- The licenses of both zone A and B are available to all campaigns now running in zone B

C- The licenses of zone A

D- The licenses of zone B

Answer:

D

Explanation:

When you mark a zone state as down, and assign a failover zone, the licenses of the nonfunctional zone are not used by the failover zone. Campaigns running in the nonfunctional zone share the licenses of the failover zone.

You must manually reduce the licenses of the nonfunctional zone and increase the licenses of the failover zone, provided the failover zone has adequate resources. The failover zone should have all the organizations as that of the nonfunctional zone so that you can allocate the licenses to the organizations.

Question 11

Question Type: **MultipleChoice**

You ate installing Avaya Proactive Outreach Manager (POM) software on the Avaya Aura Experience Portal (AAEP), in a multiple Experience Portal Manager (EPM) configuration.

On which server must the POM EPMS (POM EPM) plug-in be installed?

Options:

A- A Media Processing Platform (MPP) server

B- The remote application server

C- An auxiliary EPM server

D- The primary EPM server

Answer:

D

Question 12

Question Type: **MultipleChoice**

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

Options:

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

B- Campaign priority determines the media channnels used by a campaign.

C- Available priorities are 1--10.

D- Available priorities are Critical, Major, Minor.

E- The priority of the campaign determines when the campaign will start.

Answer:

C, E