# Question 1

Which IP address is used by the speech servers to communicate with the MPP when processing ASR and TTS transactions?

## Options:

**A-** Host Address

**B-** Network Address (VoIP)

**C-** Network Address (MRCP)

**D-** Network Address (AppSvr)

## Answer:

C

# Question 2

Which two types of connections does the Experience Portal Short Message Service channel support? (Choose two.)

**Options:**

**A-** HTML

**B-** IMAP4

**C-** SMPP

**D-** POP3

**E-** HTTP

**Answer:**

C, E

# Question 3

**Question Type: MultipleChoice**

Parameters that affect how voice data is sent through the network are administered for which Avaya Aura* Experience Portal (AAEP) component?

**A-** Speech server

**B-** Media Processing Platform

**C-** Auxiliary EPM

**D-** Primary EPM

**Answer:**

B

# Question 4

**Question Type:** **MultipleChoice**

Which statement describes Agent blending?

**Options:**

**A-** Agent blending is the process of acquiring agents when an outbound service level is at risk.

**B-** Agent blending is the process of releasing agents from otbound jobs, if they are not needed for a campaign to which they have been assigned.

**C-** Agent blending is the process of acquiring an agent for a job in a campaign.

**D-** Agent blending is the process of monitoring an inbound skill, and moving agents to and from inbound/outbound to optimize inbound activities, while servicing outbound when possible.

## Answer:

D

# Question 5

**Question Type: MultipleChoice**

When settings 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-** Use the default entry in the Network Address (AppSvr) field from the EPM Servers page.

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

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

## Answer:

A

# Question 6

**Question Type:** **MultipleChoice**

Which IP address is used by EPM to access or communicate with the MPP?

## Options:

**A-** Network Address (VoIP)

**B-** Host Address

**C-** Network Address (MRCP)

**D-** Network Address (AppSvr)

## Answer:

B

# Question 7

**Question Type: MultipleChoice**

Proactive Outreach Manager (POM) logs can be viewed from either the EPM web interface or from which disk folder?

## Options:

**A-** $CATALINA_HOME/webapps/POManager/logs

**B-** $AVAYA_MPP_HOME/1ogs/porn

**C-** $AVAYA_VPMS_HOME/logs/porn

**D-** $POM_HOME/logs

**Answer:**

D

# Question 8

**Question Type: MultipleChoice**

During an Avaya Aura Experience Portal (AAEP) installation or upgrade, when performing the prerequisite check for the localhost reporting, you receive the following error message:

UnknownHostExcaption: localhost

What could be causing this error? (Choose two.)

**Options:**

**A-** A problem with the prerequisite software has been detected.

**B-** The hostname of the server is not set up properly.

**C-** A problem has been detected with the server hardware.

**D-** The /etc/hosts file is not configured properly.

**Answer:**

A, D

# Question 9

**Question Type: MultipleChoice**

Trace item in the Avaya Aura Orchestration Designer application is being used to debug an application in the Tomcat runtime environment.

In which directory is the Trace item log file located in an Avaya Aura Experience Portal (AAEP) runtime environment?

**Options:**

**A-** <EclipseWorkspace>\data\log

**B-** $CATALINA_HOME/webapps/data/log

**C-** <EclipseWorkspace>\<ApplIcationName>\data\log

**D-** $CATALINA_HOME/webapps//data/log

**Answer:**

D