

3309^{Q&As}

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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QUESTION 1

A customer has added a Contact Data source and then runs the upload, which then fails. Which log should be checked for possible error messages?

- A. \$POM_HOME/logs/PIM_CmpMgr.log* log files
- B. \$POM_HOME?logs/PIM_CmpDir.log* log files
- C. \$POM_HOME/logs/PIM_Web.log log files
- D. \$POM_HOME/logs/CmpMgrService.out* log files

Correct Answer: A

QUESTION 2

You have setup up an application server and installed the runtimeconfig.war. When accessing the runtimeconfig web application `http://:/runtimeconfig`, you receive the following error:

```
org.apache.jasper.JasperException: javax.servlet.ServletException: java lang.NoClassDefFoundError:  
com/avaya/runtimecommon/plat forms/Tool kit
```

How do you correct this Issue?

- A. Re-install the runtimeconfig.war file.
- B. Make sure the runtime support files are installed in the correct location.
- C. Restart Avaya Aura Experience Portal.
- D. Check that the Web License Manager (WebLM) is running. If not start WebLM.

Correct Answer: B

QUESTION 3

Your client reported they received an alarm message from the Avaya Proactive Outreach Manager (POM):

code P_POMCD007, Event text Schedule Manager Could Not Be Started. What would you check to identify the cause of this message?

- A. Verify that the Media Processing Platform (MPP) is operational.
- B. Verify that the application server is working correctly.
- C. Verify that the Experience Portal Manager (EPM) can communicate with the MPP.
- D. Verify that the database is valid and is functioning.

Correct Answer: D

QUESTION 4

What three external systems are included in the Avaya Aura Experience Portal solution? (Choose three)

- A. Application servers (AS)
- B. Automatic Speech Recognition (ASR) and Text-to-Speech (TVS) speech servers
- C. Avaya Media Servers (AMS)
- D. Avaya Aura Communication Manager (AACM) servers and/or SIP Gateway servers
- E. Media Processing Server (MPS)

Correct Answer: ABD

QUESTION 5

You have just installed Proactive Outreach Manager (POM) 2 SP or newer on your Avaya Aura Experience Portal (AAEP) 6.0. You run your first campaign and the POM monitor appears to show an Active Job, but no outgoing call appears to be

made. You notice the following entry in the CmpMgrService.out log file:

CmpMgrService.out

```
@2011-10-21-10-24-18|P_POMCM002 | ERROR| POMCM | | | Out call web service returned fault: user does not have permission to run this Web Service | 192.9.84.93#####
```

Which step must you take to correct the issues and continue with this procedure?

- A. Login to Experience Portal Manager (EPM) using a user with an assigned role of "POM Campaign Manager" and restart the campaign
- B. Logging to EPM using a user with an assigned role of "Web Services" and restart the Campaign
- C. Login to (EPM) using a user with an assigned role of "Administration" and ensure that the outcall user name administered in POM Configuration > POM Server > outbound Settings> voice Server link has the assigned role of "Web Services"
- D. Login to EPM using a user with an assigned role of "Administration" and ensure that the outcall user name administered in POM Configuration > POM Server > Outbound Settings > Voice Server link has assigned the role of "POM Campaign Manager".

Correct Answer: C