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**Shared by Avery on 24-05-2024**

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## Question 1

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**Question Type:** MultipleChoice

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Which Media Processing Platform (MPP) component works in conjunction with the Experience Portal Manager (EPM) to keep the MPP functioning in an optimal state?

**Options:**

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- A- Web Service
- B- Session Manager
- C- CCXML Browser
- D- System Manager

**Answer:**

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D

## Question 2

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**Question Type:** MultipleChoice

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Which component of Intelligent Customer Routing (ICR) is used for configuration and administration of ICR elements; such as, Core, Skills, Destinations, Call centers, Business hours, and Holidays?

**Options:**

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- A- ICR PDC
- B- ICR Core
- C- ICR Admin
- D- ICR CCA

**Answer:**

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C

## Question 3

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**Question Type:** MultipleChoice

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Which Proactive Outreach Manager (POM) server component is used for inter-process message communication between POM components?

**Options:**

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- A- ActiveMQ
- B- Rule Engine
- C- Agent Manager
- D- Campaign Manager
- E- Campaign Director

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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If the primary Experience Portal Manager (EPM) server is unavailable, which component can handle Application Interface web service and Application Logging web service requests?

**Options:**

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- A- Auxiliary Session Manager
- B- Auxiliary Experience Portal Manager
- C- Secondary Media Processing Platform
- D- Auxiliary Media Processing Platform

**Answer:**

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B

## Question 5

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**Question Type:** MultipleChoice

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Which Proactive Outreach Manager (POM) component is responsible for launching voice calls, and sending SMS messages, or email messages using one or more EPM servers?

**Options:**

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- A- Campaign Director
- B- Campaign Manager

**C-** POM Monitor

**D-** POM Pacing

**Answer:**

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B

## Question 6

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**Question Type: MultipleChoice**

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Which statement about Auxiliary Experience Portal Manager (EPM) is true?

**Options:**

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**A-** An Auxiliary EPM can be installed co-resident with MPP server.

**B-** An Auxiliary EPM can be Installed on a single server AAEP system.

**C-** More than one Auxiliary EPM server can be added per AAEP system.

**D-** Only one Auxiliary EPM server can be added per Avaya Aura Experience Portal (AAEP) system.

**Answer:**

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B

## Question 7

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**Question Type: MultipleChoice**

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In Intelligent Customer Routing (ICR), on which administration page do you configure settings that were previously configured using the icrcc

a.properties file of the previous release?

**Options:**

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**A-** Destination Configuration page

**B-** icrcore.properties file

**C-** ICR Core Configuration page

**D-** ICR Application Configuration page

**Answer:**

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B

## Question 8

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**Question Type:** MultipleChoice

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When an email channel is added to an Avaya Aura Experience Portal (AAEP) configuration which component interfaces with the customer's email server?

### Options:

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- A- Media Processing Platform Email Processor
- B- Session Manager Email Processor
- C- Communication Manager Email Processor
- D- Experience Portal Manager Email Processor

### Answer:

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D



## Question 9

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**Question Type:** MultipleChoice

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The Avaya Aura Experience Portal (AAEP) system consists of which two major subsystems? (Choose two.)

### Options:

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- A- Application Enablement Services (AES)
- B- Media Processing Platform (MPP)
- C- Private Branch Exchange (PBX) servers
- D- Experience Portal Manager (EPM)
- E- Avaya Oceana

### Answer:

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B, D

## Question 10

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**Question Type:** MultipleChoice

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Which three components are required by an Avaya Aura Experience Portal (AAEP) server to support an application that recognizes a caller's spoken responses, assuming sufficient telephony resources are available for the AAEP? (Choose three.)

**Options:**

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- A- An Application server to host the application
- B- Text to Speech Licenses on the AAEP
- C- Speech Server
- D- Incoming Digit Recognition Engine
- E- Automatic Speech Recognition Licenses on the AAEP

**Answer:**

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A, B, C

## Question 11

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**Question Type:** MultipleChoice

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Which two components are required to support an Avaya Aura Experience Portal (AAEP) email application? (Choose two.)

**Options:**

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A- Speech Server

B- Experience Portal Manager

C- Media Processing Platform

D- Web Application Server

**Answer:**

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A, B

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