

# Demo Questions

## AVAYA 3314 Exam

Avaya Aura Experience Portal with POM Implementation and Maintenance Exam

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### Question #1 Topic 1

In the "Generate UCID" field on the Application Launch Settings Advanced Parameters is set to "yes", which three statements are true? (Choose three.)

- 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.

**Correct Answer:** BCD

### Question #2 Topic 1

When the Avaya® Experience Portal (AAEP) software receives a call, what starts the associated speech application that controls the call flow?

- A. ASR
- B. TTS
- C. MPP

- D. EPM

**Correct Answer: C**

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

**Question #3Topic 1**

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?

- 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.

**Correct Answer: A**

**Question #4Topic 1**

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

- A. HTML
- B. IMAP4
- C. SMPP
- D. POP3
- E. HTTP

**Correct Answer:** *CE*

Reference:

<https://downloads.avaya.com/css/P8/documents/101045870>

**Question #5** *Topic 1*

Which statement describes Agent blending?

- 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 outbound 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.

**Correct Answer:** *D*

Reference:

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