

Avaya 20641T

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• Product Version

Latest Version: 6.0

Question: 1

Which tools can be used for Maintenance and Troubleshooting in Avaya Experience Portal?

Response:

- A. Event log analysis
- B. Real-time monitoring
- C. Maintenance commands
- D. Backup and Restore

Answer: A,B,C

Question: 2

Which maintenance command is commonly used for troubleshooting media processing issues in Avaya Experience Portal?

Response:

- A. media_process_check
- B. media_troubleshoot
- C. call_media_check
- D. check_media_stream

Answer: A

Question: 3

In which context is "zoning topology" most relevant in Avaya Experience Portal?

Response:

- A. Routing calls to different media servers
- B. Assigning zones for interaction campaigns
- C. Separating voice and data traffic
- D. Managing geographical areas for media distribution

Answer: A

Question: 4

How does Avaya Experience Portal support language processing?

Response:

- A. Text-to-Speech
- B. Automatic Speech Recognition
- C. Natural Language Processing
- D. Language Switchboard

Answer: A,B

Question: 5

What details can be found in the Event Logs of Avaya Experience Portal?

Response:

- A. System performance logs
- B. User activity logs
- C. Call failure logs
- D. Application updates

Answer: A,C

Question: 6

In Avaya Experience Portal, what does the EPM (Experience Portal Manager) primarily manage?

Response:

- A. User role configuration
- B. Multi-language support
- C. Media processing platforms
- D. Call routing

Answer: C

Question: 7

What is the role of the Application Server in AEP architecture?

Response:

- A. Hosting web services
- B. Handling interaction data storage
- C. Supporting multi-channel voice communication
- D. Running and deploying applications

Answer: D

Question: 8

Which command is primarily used for system backup in Avaya Experience Portal?
Response:

- A. "save_backup"
- B. "system backup"
- C. "generate_backup"
- D. "backup and restore"

Answer: D

Question: 9

What are included in Standard Reports generated by Avaya Experience Portal?
Response:

- A. System performance data
- B. Call statistics
- C. User login details
- D. Media processing logs

Answer: A,B

Question: 10

How are system events tracked in Avaya Experience Portal?
Response:

- A. Event monitoring tool
- B. Call recording tool
- C. System logs
- D. Report generation tool

Answer: C

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