Avaya
20641T
Administering Avaya Experience Portal Specialized

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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

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