



CERTSWARRIOR

Avaya 20931T

Administering Avaya Proactive Outreach Manager Specialized

[Questions&AnswersPDF](#)

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Latest Version: 6.0

Question: 1

What are essential features to look for when administering campaigns in POM?
(Choose two)

Response:

- A. Automated response handling
- B. Budget tracking
- C. Dynamic content adaptation
- D. Integration with sales platforms

Answer: A,C

Question: 2

Which functionalities are critical when customizing campaign strategies in POM?
(Choose two)

Response:

- A. Defining target audience parameters
- B. Setting performance metrics
- C. Adjusting calling times
- D. Selecting appropriate communication channels

Answer: A,D

Question: 3

Which tool is used in POM to view detailed system operations and interactions?
Response:

- A. POM Monitor
- B. Campaign Designer
- C. Audit Logs
- D. System Reports

Answer: A

Question: 4

How do DNC lists benefit campaigns in POM?

Response:

- A. They increase the contact rate
- B. They ensure compliance with legal standards
- C. They enhance the accuracy of targeting
- D. They speed up campaign execution

Answer: B

Question: 5

What feature in POM allows administrators to manage system-wide configurations?

Response:

- A. Rules Editor
- B. Global Configurations
- C. Filters Management
- D. Licenses Management

Answer: B

Question: 6

How can POM administrators customize campaign strategies to target specific customer segments?

Response:

- A. By using the Skills Manager
- B. Through the Campaign Strategies module
- C. Via the Contact List Editor
- D. Through the Filters Editor

Answer: B

Question: 7

Which are essential features for managing campaigns effectively in POM?

(Choose two)

Response:

- A. Real-time monitoring
- B. Automatic dialing
- C. Agent performance tracking
- D. License management

Answer: A,C

Question: 8

In POM, what is the primary function of the Skills Management feature?

Response:

- A. To assign campaigns to agents based on customer feedback
- B. To manage agent schedules and availability
- C. To ensure agents are assigned to campaigns matching their skills
- D. To track the performance of agents across different campaigns

Answer: C

Question: 9

How does the File Splitter function enhance the uploading process in POM?

Response:

- A. By compressing the files to reduce size
- B. By splitting large files into manageable parts
- C. By encrypting the files for security
- D. By converting files into a compatible format

Answer: B

Question: 10

In POM, which role has the authority to create and modify user accounts?

Response:

- A. Supervisor
- B. Administrator
- C. Agent
- D. Analyst

Answer: B



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