AVAYA 20931T

**Avaya Administering Proactive Outreach Manager Specialized
Certification Questions & Answers**

Exam Summary – Syllabus – Questions

20931T
[Avaya Proactive Outreach Manager Administrator (ASAC-0035)](#)
40 Questions Exam – 70% Cut Score – Duration of 40 minutes

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Know Your 20931T Certification Well:

The 20931T is best suitable for candidates who want to gain knowledge in the Avaya Administrator and Developer. Before you start your 20931T preparation you may struggle to get all the crucial Administering Proactive Outreach Manager Specialized materials like 20931T syllabus, sample questions, study guide.

But don't worry the 20931T PDF is here to help you prepare in a stress free manner.
The PDF is a combination of all your queries like-
- What is in the 20931T syllabus?
- How many questions are there in the 20931T exam?
- Which Practice test would help me to pass the 20931T exam at the first attempt?

Passing the 20931T exam makes you Avaya Proactive Outreach Manager Administrator (ASAC-0035). Having the Administering Proactive Outreach Manager Specialized certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Avaya 20931T Administering Proactive Outreach Manager Specialized Certification Details:

Exam Name	Administering Avaya Proactive Outreach Manager Specialized
Exam Code	20931T
Exam Price	$125 USD
Duration	60 minutes
Number of Questions	40
Passing Score	70%
Exam Registration	**Avaya Learning Center** **OR** **Pearson VUE**
Sample Questions	**Avaya 20931T Sample Questions**

Practice Exam	**Avaya Proactive Outreach Manager Administrator (ASAC-0035) Practice Test**

20931T Syllabus:

Section	Objectives
POM Fundamentals	- Overview of POM Concepts - Accessing POM User Interface - Creating Users and Roles - Creating Contact Lists and DNC Lists - Managing File Splitters - Managing Agents and Supervisors - Administering Campaigns - Using POM Monitor
POM Operation Tasks	- Managing Users and Roles - Managing Contact Lists and DNC Lists - Managing Agent Scripts and Attributes - Administering Global Configurations - Administering Purge and Holidays - Managing Phone Formats - Managing Rules Editor - Administering Callbacks - Accessing Reports
POM's Advanced Configuration	- Managing Licenses - Managing Filters - Managing Skills - Customizing Campaign Strategies - Viewing Audit Logs and Alarms - Overview of API Resources

Avaya 20931T Sample Questions:

Question: 1

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

a) Supervisor
b) Administrator
c) Agent
d) Analyst

Answer: b

Question: 2

How do DNC lists benefit campaigns in POM?

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: 3

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

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: 4

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

a) POM Monitor
b) Campaign Designer
c) Audit Logs
d) System Reports

Answer: a

Question: 5

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

a) Rules Editor
b) Global Configurations
c) Filters Management
d) Licenses Management

Answer: b

Question: 6

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

a) Defining target audience parameters
b) Setting performance metrics
c) Adjusting calling times
d) Selecting appropriate communication channels

Answer: a, d

Question: 7

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

a) Through the Filters Editor
b) Via the Contact List Editor
c) Through the Campaign Strategies module
d) By using the Skills Manager

Answer: c

Question: 8

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

a) Integration with sales platforms
b) Dynamic content adaptation
c) Budget tracking
d) Automated response handling

Answer: b, d

Question: 9

Which are essential features for managing campaigns effectively in POM?

(Choose two)

a) Real-time monitoring
b) Automatic dialing
c) Agent performance tracking
d) License management

Answer: a, c

Question: 10

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

a) By converting files into a compatible format
b) By encrypting the files for security
c) By compressing the files to reduce size
d) By splitting large files into manageable parts

Answer: d

Study Guide to Crack Avaya Administering Proactive Outreach Manager Specialized 20931T Exam:

- Getting details of the 20931T syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the 20931T exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Avaya provided training for 20931T exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the 20931T sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.

- Practicing on 20931T practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for 20931T Certification

Make NWExam.com your best friend during your Administering Avaya Proactive Outreach Manager Specialized exam preparation. We provide authentic practice tests for the 20931T exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual 20931T exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the 20931T exam.

Start Online practice of 20931T Exam by visiting URL
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