

## 3308<sup>Q&As</sup>

Avaya Contact Recording and Avaya Quality Monitoring R12  
Implementation and Maintenance Exam

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## QUESTION 1

Which command backs-up the postgres database on an Avaya Contact Recording Linux server?

- A. pg\_dump format=c compress=5 eware> backup filename
- B. backup\_postgres> backup filename
- C. pg\_backup format=c compress=5 eware> backup filename
- D. pg\_backup\_postgres> backup filename

Correct Answer: B

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## QUESTION 2

After a successful installation, what is the only page accessible from the Avaya WFO/Framework administrative pages?

- A. Alarm Status
- B. License Management
- C. General Settings
- D. Server Roles

Correct Answer: D

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## QUESTION 3

Which three Avaya WFO/Framework maintenance tasks should be completed on a daily or weekly basis? (Choose three.)

- A. Confirm services are running.
- B. Check active alarms.
- C. Check data fragmentation.
- D. Perform database backups.
- E. Consider loading trends.

Correct Answer: ACD

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## QUESTION 4

You are playing back a contact in the interactions application under contacts. The audio is playing fine, but you have no screen replay. You have confirmed that the screen has recorded, and is replayable from the Avaya Contact Recorder

(ACR).

What is causing this problem?

- A. ThePlaybackInstallation application has not been installed on your computer.
- B. Your role does not allow you to replay screen.
- C. You are logged in a wsuperuser.
- D. Your preferences is not set to display screen for contacts replay.

Correct Answer: D

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## QUESTION 5

A technician is trying to integrate the Avaya Contact Recorder (ACR) with the Avaya Aura® Contact Center in a SIP-based Contact Center.

What information is required to get the Avaya Aura® Contact Center to communicate with the Avaya Contact Recorder? (Choose three.)

- A. Communication Control Toolkit username
- B. Communication Control Toolkit Windows Domain details
- C. Avaya Aura® Contact Center Meridian Link Services IP Address
- D. Application Enablement Services IP address
- E. Communication Control Toolkit IP address

Correct Answer: ABD

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