

3308^{Q&As}

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

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QUESTION 1

Which statement regarding the Communication Manager configuration for the Avaya Contact Recorder (ACR) is true?

- A. The Universal Call ID (CID) must be disabled.
- B. 4624 IP telephones must be created for each DMCC port required on the recorder.
- C. Tone detection must be configured with all recording modes.
- D. Enhanced conferencing must be disabled.

Correct Answer: B

QUESTION 2

While waiting to activate an Avaya Contact Recording license, some tests are run with the five- day license.

Once the full license is obtained, what is the path to update the Avaya Contact Recording to the full license?

- A. System > License > Change License
- B. System > Manage Users > Change License
- C. General Setup > Recorder > License
- D. General Setup > Recorder > Key Management Server

Correct Answer: C

QUESTION 3

Which statement describes how to backup the Audio and Screen recording for the Quality Monitoring (QM) system?

- A. Backup the contents directory on the QM Server.
- B. Backup the SQL database on the QM Server.
- C. Backup the /eCorder directory on the Avaya Contact Recorder (ACR).
- D. Archive the contents of the /call directory on the Avaya Contact Recorder (ACR).

Correct Answer: D

QUESTION 4

Which statement describes a part of the Avaya WFO/Framework server validation process?

- A. The server group and server type are automatically detected by the SR Validator.

- B. The SR Validator compares the current installation and configuration to the requirement file for that server.
- C. The SR Validator attempts to fix any issues it finds.
- D. All server validation information is maintained on a separate logging server.

Correct Answer: A

QUESTION 5

Using a local computer, the technician is trying to launch the Quality Monitoring (QM) page from the Interactions dropdown in Enterprise Manager. The web page displays an error message requiring you to contact the administrator.

Which desktop application was not installed?

- A. PlaybackInstallation
- B. FormDesignerInstallation
- C. FormDesignerStandAloneInstallation
- D. Screen_Capture_Agent

Correct Answer: C

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