

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

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

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## QUESTION 1

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 2

You have the following servers.

1.

Avaya Contact Recorder Master

2.

Avaya Contact Recorder Standby

3.

Avaya Contact Recorder Slave

4.

Centralize Search and Reply server

What is the correct order for upgrading the Avaya Contact Recorder (ACR) servers?

- A. 1, 3, 2, 4
- B. 2, 1, 3, 4
- C. 3, 1, 2, 4
- D. 4, 1, 3, 2

Correct Answer: A

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## QUESTION 3

The technician has just restarted the WFO\_Production\_Domain Production Server service on the Application server, and is now having problems logging into the web portal.

What should be checked first?

- A. that the security settings on Internet Explorer allows access to multiple servers
- B. that the network connectivity to the server is active
- C. that the beasvcX64.exe process has run up to about 1.44 GB of memory usage
- D. that there is no connection via wifi

Correct Answer: B

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#### QUESTION 4

A technician is installing Avaya Contact Recorder (ACR) with Avaya Aura® Communication Manager on a customer site.

What is the path to verify that the link to ACR is "UP"?

- A. System > Audit Trail
- B. General Setup > Communication Manager Interface
- C. Recorder Status > Server
- D. Operations > Bulk Recording

Correct Answer: B

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#### QUESTION 5

Which data source type does Avaya Workforce optimization (WFO) Quality Monitoring require to record audio?

- A. dialer
- B. phone
- C. quality
- D. operations

Correct Answer: A

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