

3308^{Q&As}

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

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QUESTION 1

Which Quality Monitoring related licensed feature must be disabled?

- A. Voice Recording, Search, and Reply
- B. Integration to Quality Monitoring (QM) R7
- C. Contacts Based Search and Reply
- D. Contacts Based Search and Reply

Correct Answer: C

QUESTION 2

Under Avaya Workforce Optimization (WFO) Enterprise Manager, which three server roles are required for Avaya Contact Recorder (ACR) recorder? (Choose three.)

- A. Replay
- B. Data Connection
- C. Integration Server
- D. Lan Data
- E. Recorder

Correct Answer: BDE

QUESTION 3

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

QUESTION 4

Which process is designed to verify that the server has passed the prerequisites, and is ready to install?

- A. SR Tool
- B. WFO setup.exe
- C. Cap Test
- D. Avaya WFO Preinstall utility

Correct Answer: D

QUESTION 5

It is strongly recommended to install the RedHat operating system (OS) from the Kickstart file (ks.cfg).

When running the Kiskstart.exe for Avaya Contact Recorder (ACR), which three components are necessary to create a ks.cfg file? (Choose three.)

- A. the IP addresses of the network interfaces
- B. the name of extra RedHat Package Manager (RPM) packages to be installed
- C. the MAC address of the Network Interface Card (NIC) Eth0
- D. the IP address of the Network Time Protocol (NTP) server
- E. the /var partition size

Correct Answer: ABD

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