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

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QUESTION 1

You cannot find a contact under interactions that was recently recorded. You have confirmed the recording exists on the Avaya Contact Recorder (ACR).

What is causing this problem?

A. Your search parameters are too wide.

B. Your search parameters are include other agents as well.

C. You have to wait for at least an hour before doing the search.

D. You have not selected the Near Real-Time contact search option.

Correct Answer: A

QUESTION 2

Which three types of reports are included with Quality Monitoring (QM)? (Choose three.)

A. usage reports

B. activity reports

C. calibration reports

D. historical reports

E. screen reports

Correct Answer: BCE

QUESTION 3

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

QUESTION 4

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

QUESTION 5

You are planning to install Avaya Contact Recorder (ACR) on a customer site that is using an Avaya Communication Server 1000 as a PBX.

Which two devices should be reachable by the ACRand (Choose two.)

A. Avaya Contact Center Manager Server (CCMS)

B. Avaya Communication Server 1000 Call Server

C. Avaya IP Telephones

D. Avaya Communication Server 1000 Gateway

E. Avaya Media Application Server

Correct Answer: BC

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