

3308^{Q&As}

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

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QUESTION 1

A technician is configuring the Avaya Contact Recording to work in a CS1000 environment with multi-DN recording.

To support multi-DN recording, what is the minimum release of software on the CS1000 and Avaya Aura® Contact Center?

- A. CS1000E R5.5 and Avaya Aura® Contact Center R6.2
- B. CS1000E R7.0 and Contact Center Manager Server (CCMS) R6.0
- C. CS1000E R4.5 and Avaya Aura® Contact Center R6.2
- D. CS1000E R6.0 and Contact Center Manager Server (CCMS) R7.0

Correct Answer: C

QUESTION 2

An installer has just integrated Avaya Contact Recorder (ACR) R12 with the Element Manager module of Avaya WFO/Framework to use the Quality Monitoring (QM) feature.

Which statement describes how the Integration with QM component can be validated to be working?

- A. Check the QM link status on the ACR webpage under recorder status.
- B. Check for updated configuration XML files in the EMA cache directory on ACR.
- C. Check EQconnect Link status on QM.
- D. Check IF connect Adapter status on QM.

Correct Answer: C

QUESTION 3

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 4

When an Avaya Contact Recorder (ACR) server is installed with more than one Network Interface Card (NIC), what should be set to indicate which NIC to use for audio and screen content streams?

- A. General Setup > Recorder > Reply Server(s)
- B. General Setup > Recorder > Key Management Server
- C. General Setup > Recorder > IP address on this server to use for recordings
- D. General Setup > Recorder > URL(s) of external control port(s) to connect to

Correct Answer: B

QUESTION 5

Which page of the Avaya Contact Recorder (ACR) web client is used for SIP recording configuration?

- A. General Setup > SIP
- B. General Setup > Contact Center Interface
- C. General Setup > Avaya Aura Contact Center Interface
- D. General Setup > Meridian Link Services

Correct Answer: D

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