

3308^{Q&As}

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

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QUESTION 1

Using a new computer, you are trying to log into the Enterprise Manager for the Application Server.

Enterprise Manager is accessible from your old PC. When navigating to `http://"frameworkserver":7001/wfo`,

Internet Explorer closes with no error.

What is causing this problem?

- A. You are using Internet Explorer 8
- B. You are using the wrong URL
- C. You don't have network connectivity to the Application Server.
- D. You have the pop-up blocker turned on.

Correct Answer: C

QUESTION 2

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

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

- A. Avaya Session Manager
- B. Avaya Application Enablement Server
- C. Avaya IP Telephones
- D. Avaya Communication Manager Gateway

Correct Answer: BC

QUESTION 3

If an Avaya Contact Recorder (ACR) stops recording, which three should be checked? (Choose three.)

- A. the Recorder Status pages
- B. the MSSQL Server status
- C. the ACR service status
- D. the BDR service status
- E. the Alarms

Correct Answer: BCE

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

A customer needs a solution for their Avaya Contact Recorder (ACR). They currently have an ACR master and three slaves.

Which action can the customer take to turn their solution into a high resiliency solution?

- A. Add another ACR master.
- B. Add another ACR slave.
- C. Add an ACR standby.
- D. Add an ACR TDM server.

Correct Answer: B

QUESTION 6

To license Avaya Contact Recording a three digit code is needed. What is this code called, and where can it be found?

- A. Avaya CR License code; Recorded Status > Ports
- B. License Generation Key; System > License
- C. Avaya CR License code; System > License
- D. License Generation Key; General Setup > Recorder

Correct Answer: B

QUESTION 7

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

QUESTION 8

Before connecting to the Enterprise Manager server, on which ACR must unlimited strength encryption be enabled?

- A. Avaya Contact Recorder (ACR) Master only.
- B. Avaya Contact Recorder (ACR) Master and Standby only.
- C. All Avaya Contact Recorder (ACR) Master Standby and Slaves
- D. All Avaya Contact Recorder (ACR) Master Standbys and CRSs

Correct Answer: C

QUESTION 9

Which tool can be used for migrating evaluations from Quality Monitoring (QM) R11.0 to QM R12.0?

- A. User Migration Tool (UMT)
- B. Custom Data Migration Mapper (CDMM)
- C. Quality Monitoring R7.x Migration Tool
- D. Data Import Tool

Correct Answer: C

QUESTION 10

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

QUESTION 11

You are in the process of creating a new supervisor on the Framework server. You have created the user profile, but when you try and assign access rights, the "Edit Access Rights" button is greyed out.

What is causing this problem?

A. You have not created a valid profile.

B. You have not created the user name and password.

C. You have not created the profile as a supervisor.

D. You have not assigned a user to a group.

Correct Answer: D

QUESTION 12

Which procedure should be completed before upgrading an Avaya Contact Recorder (ACR) to R12?

A. Backup the ACR postgres database.

B. Start the ACR Service.

C. Apply any existing software hotfixes.

D. Backup the ACR MS SQL database.

Correct Answer: A

QUESTION 13

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 14

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 15

For integration with the Enterprise Management server, on which server does the EMA component of the recorder need to be enabled?

- A. the Avaya Contact Recorder (ACR) Master only.
- B. the Avaya Contact Recorder (ACR) Master and Standby only.
- C. all Avaya Contact Recorder (ACR) Master, Standby, and CRSs
- D. All Avaya Contact Recorder (ACR) Master, Standby, and Slaves

Correct Answer: C

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