3308 Q&As

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

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QUESTION 1

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 2

Which three parameter filters can be used to customize a report query? (Choose three.)

A. Date Range

B. Framework Server

C. Groups and Users

D. Evaluation Data

E. License

Correct Answer: BCD

QUESTION 3

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 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

What is the default http port used for accessing the Avaya contact Recorder (ACR) web client?

A. 8262

B. 8080

C. 8433

D. 1433

Correct Answer: D

QUESTION 6

You are installing the Linux version of an Avaya Contact Recorder (ACR), and you have installed the operating system using the required Kickstart script.

Which two accounts should you check before you continue with the application installation? (Choose two.)

A. User account: verint

B. User account: witness

C. User account: root

D. User account: administrator

E. User account: guest

Correct Answer: BE

QUESTION 7

Which user details must be specified under the CCT username and CCT password options of the Avaya Aura® Contact Center Interface?

A. CallRecordUser and its password

B. any domain user and password

C. a domain CCT username and password

D. any local Windows username and password

Correct Answer: C

QUESTION 8

While waiting to activate an Avaya Contact Recording license, some tests are run with the five- day license.

Once the full license is obtained, what is the path to update the Avaya Contact Recording to the full license?

A. System > License > Change License

B. System > Manage Users > Change License

C. General Setup > Recorder > License

D. General Setup > Recorder > Key Management Server

Correct Answer: C

QUESTION 9

Which statement about the Avaya WFO/Framework Management Service Account is true?

A. You are not allowed to change the Management Service Account username after initial installation.

B. You are not allowed to change the Management Service Account password after initial installation.

C. The Management Service Account requires administrative rights on SQL Databases.

D. The Management Service Account must be defined within a workgroup.

Correct Answer: A

QUESTION 10

Which two statements about the Server Readiness Validation tool are true? (Choose two.)

A. It creates a report to show any trouble spots.

B. It validates media drives.

C. It validates database drives.

D. It validates operating system settings.

Correct Answer: BC

QUESTION 11

A customer cannot connect to the Avaya Contact Recorder (ACR) server web client. Which log should you check?

A. the Tomcat Logs

B. the Catalina logs

C. the usage report logs

D. the var logs

Correct Answer: D

QUESTION 12

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 13

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

QUESTION 14

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 15

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

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