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

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QUESTION 1

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 2

A technician is trying to integrate the Avaya Contact Recorder (ACR) with the Avaya Aura® Contact Center, in a SIP based Contact Center.

Assuming that the only requirement is to record inbound calls through the hunt group or the queue, where does the Avaya Contact Recorder obtain CTI information?

A. Meridian Link Services on the Avaya Aura® Contact Center

B. Application Enablement Services

C. Communication Control Toolkit

D. eQuality Balance CTI Events Input

E. CTI Link as configured on the Communication Manager

Correct Answer: B

QUESTION 3

Which statement describes the Recorder Number that is given to the Master Avaya Contact Recorder (ACR)?

A. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 6.

B. It is a unique identifier for every ACR determined by the Customer Sold To number.

C. It is a unique identifier for every ACR determined by the Customer Site ID.

D. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 8.

Correct Answer: B

QUESTION 4

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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 5

Where can an Avaya WFO/Framework administrator view all user changes in its administrative pages?

A. the user log

B. the alarm status

C. the audit viewer

D. the installer log

Correct Answer: C

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