

# 3308<sup>Q&As</sup>

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

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**QUESTION 1**

What is required for Avaya Contact Recorder (ACR) with CS1000?

- A. SCCS 5.0 or CCMS 6.0 or higher
- B. IP\_API\_A licenses
- C. CS1000 Release 4.0 or higher
- D. Communication Manager 5.0 or higher

Correct Answer: A

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**QUESTION 2**

Which process is designed to verify that the server has passed the prerequisites, and is ready to install?

- A. SR Tool
- B. WFO setup.exe
- C. Cap Test
- D. Avaya WFO Preinstall utility

Correct Answer: D

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**QUESTION 3**

When deciding on the setup of Avaya Contact Recorder (ACR) you need to choose between

- A. 729 and G.711 as codes. What are two implications of recording calls using G.711 rather G.729? (Choose two.)
- A. Several times more bandwidth will be needed between the recorder and the source.
- B. Bulk recording capacity of a given server will be about halved.
- C. The quality will be a little lower for bulk recording, but a little better for Quality Monitoring (QM).
- S. The storage space requirements for Quality Monitoring (QM) will be different from bulk recording.

Correct Answer: AB

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**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

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#### **QUESTION 5**

Which statement regarding the Communication Manager configuration for the Avaya Contact Recorder (ACR) is true?

- A. The Universal Call ID (CID) must be disabled.
- B. 4624 IP telephones must be created for each DMCC port required on the recorder.
- C. Tone detection must be configured with all recording modes.
- D. Enhanced conferencing must be disabled.

Correct Answer: B

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