

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

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

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**QUESTION 1**

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

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**QUESTION 2**

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

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**QUESTION 3**

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 4**

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

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**QUESTION 5**

You are planning to install Avaya Contact Recorder (ACR) on a customer site that is using an Avaya Communication Server 1000 as a PBX.

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

- A. Avaya Contact Center Manager Server (CCMS)
- B. Avaya Communication Server 1000 Call Server
- C. Avaya IP Telephones
- D. Avaya Communication Server 1000 Gateway
- E. Avaya Media Application Server

Correct Answer: BC

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