



3308^{Q&As}

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

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**QUESTION 1**

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

QUESTION 2

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 3

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 4

Which statement describes Avaya Contact Recorder (ACR) R12 on Windows or Linux?

- A. It is supported on a 32 bit operating system.
- B. It is supported on a 64 bit operating system.
- C. It is supported with MSSQL running on the ACR.
- D. It is supported with Google Chrome.

Correct Answer: B

QUESTION 5

You cannot find a contact under interactions that was recently recorded. You have confirmed the recording exists on the Avaya Contact Recorder (ACR). What is causing this problem?

- A. Your search parameters are too wide.
- B. Your search parameters are include other agents as well.
- C. You have to wait for at least an hour before doing the search.
- D. You have not selected the Near Real-Time contact search option.

Correct Answer: A

QUESTION 6

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 7

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 8

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 9

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 10

Where can an Avaya Contact Recorder (ACR) backup be restored?

- A. on any newly install system with the same Linux operation system version
- B. on any recorder
- C. only to the recorder system from which backup is performed
- D. only on a standby or slave server of the backed-up master recorder

Correct Answer: B

QUESTION 11

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 12

Which data source type does Avaya Workforce optimization (WFO) Quality Monitoring require to record audio?

- A. dialer
- B. phone
- C. quality
- D. operations



Correct Answer: A

QUESTION 13

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 14

What happens when the Framework installation fails?

- A. The installer will stop and quit from the tool. Once the issue is resolved, the installer will restart from the beginning of the installation.
- B. Failed components will be tracked in the installer's log file.
- C. Errors will appear in black text in the SR tool.
- D. All installation errors will appear on the alarms page of Element Manager.

Correct Answer: D

QUESTION 15

For an Avaya Contact Recorder (ACR) topology consisting of Master, Standby and CRS, the ACR replay role is automatically assigned to which of the servers under Enterprise Management in Avaya Workforce Optimization (WFO)?

- A. ACR Master only
- B. ACR Master and Standby server
- C. ACR Master, Standby and CRS server
- D. CRS server only



Correct Answer: C

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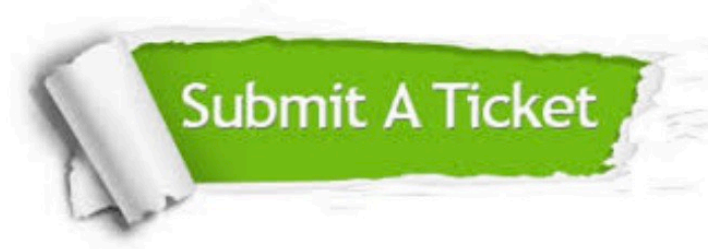
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