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Avaya Contact Recording and Avaya Quality Monitoring R12 Implementation and Maintenance

Avaya 3308

Version Demo

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QUESTION NO: 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

ANSWER: A

QUESTION NO: 2

In Avaya Contact Recorder (ACR) R12, where can you check the total calls observed by

ACR via CTI today, or since startup?

A. ACR Admin webpage Recorder Status CTI monitors

B. ACR Admin Page Operations Bulk Recording

C. ACR Admin webpage Recorder Status Server

D. ACR Admin webpage System

ANSWER: C

QUESTION NO: 3

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

A. 8262

B. 8080

C. 8433

D. 1433

ANSWER: B

QUESTION NO: 4

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

ANSWER: B C D

QUESTION NO: 5

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

ANSWER: B C

QUESTION NO: 6

To license Avaya Contact Recording a three digit code is needed.

What is this code called, and where can it be found?

A. Avaya CR License code; Recorded Status > Ports

B. License Generation Key; System > License

C. Avaya CR License code; System > License

D. License Generation Key; General Setup > Recorder

ANSWER: B

QUESTION NO: 7

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

C. The storage space requirements for Quality Monitoring (QM) will be different from bulk recording.

ANSWER: A B

QUESTION NO: 8

Which three Avaya WFO/Framework maintenance tasks should be completed on a daily or weekly basis? (Choose three.)

A. Confirm services are running.

B. Check active alarms.

C. Check data fragmentation.

D. Perform database backups.

E. Consider loading trends.

ANSWER: A C D

QUESTION NO: 9

Using a local computer, the technician is trying to launch the Quality Monitoring (QM) page from the Interactions dropdown in Enterprise Manager. The web page displays an error message requiring you to contact the administrator.

Which desktop application was not installed?

A. PlaybackInstallation

B. FormDesignerInstallation

C. FormDesignerStandAloneInstallation

D. Screen_Capture_Agent

ANSWER: C

QUESTION NO: 10

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

ANSWER: A C E