3308^{Q&As}

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

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QUESTION 1

Which three types of reports are included with Quality Monitoring (QM)? (Choose three.)

A. usage reports

B. activity reports

C. calibration reports

D. historical reports

E. screen reports

Correct Answer: BCE

QUESTION 2

Using a new computer, you are trying to log into the Enterprise Manager for the Application Server.

Enterprise Manager is accessible from your old PC. When navigating to http://"frameworkserver":7001/wfo,

Internet Explorer closes with no error.

What is causing this problem?

A. You are using Internet Explorer 8

B. You are using the wrong URL

C. You don\\'t have network connectivity to the Application Server.

D. You have the pop-up blocker turned on.

Correct Answer: C

QUESTION 3

Which statement describes a part of the Avaya WFO/Framework server validation process?

A. The server group and server type are automatically detected by the SR Validator.

B. The SR Validator compares the current installation and configuration to the requirement file for that server.

C. The SR Validator attempts to fix any issues it finds.

D. All server validation information is maintained on a separate logging server.

Correct Answer: A

QUESTION 4

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 5

Under Avaya Workforce Optimization (WFO) Enterprise Manager, which three server roles are required for Avaya Contact Recorder (ACR) recorder? (Choose three.)

A. Replay

B. Data Connection

C. Integration Server

D. Lan Data

E. Recorder

Correct Answer: BDE

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