



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

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

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### QUESTION 1

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

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### 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

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### QUESTION 3

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

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#### QUESTION 4

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 5

Which Quality Monitoring related licensed feature must be disabled?

- A. Voice Recording, Search, and Reply
- B. Integration to Quality Monitoring (QM) R7
- C. Contacts Based Search and Reply
- D. Contacts Based Search and Reply

Correct Answer: C

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