



# 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 about the Avaya WFO/Framework Management Service Account is true?

- A. You are not allowed to change the Management Service Account username after initial installation.
- B. You are not allowed to change the Management Service Account password after initial installation.
- C. The Management Service Account requires administrative rights on SQL Databases.
- D. The Management Service Account must be defined within a workgroup.

Correct Answer: A

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### QUESTION 2

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

Correct Answer: C

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### QUESTION 3

A technician is installing Avaya Contact Recorder (ACR) with Avaya Aura® Communication Manager on a customer site.

What is the path to verify that the link to ACR is "UP"?

- A. System > Audit Trail
- B. General Setup > Communication Manager Interface
- C. Recorder Status > Server
- D. Operations > Bulk Recording

Correct Answer: B

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### QUESTION 4



A technician is configuring the Avaya Contact Recording to work in a CS1000 environment with AST recording.

Which entry must be added in the Avaya Contact Recording properties file for this configuration to work correctly?

- A. cc.v6=false
- B. aacc.v6=false
- C. cc.v6=true
- D. aacc.v6=true

Correct Answer: B

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#### 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

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