



3308^{Q&As}

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

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QUESTION 1

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.

Correct Answer: ACD

QUESTION 2

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 3

Which statement regarding the Communication Manager configuration for the Avaya Contact Recorder (ACR) is true?

- A. The Universal Call ID (CID) must be disabled.
- B. 4624 IP telephones must be created for each DMCC port required on the recorder.
- C. Tone detection must be configured with all recording modes.
- D. Enhanced conferencing must be disabled.

Correct Answer: B

QUESTION 4



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 5

You are planning the installation of an Avaya Contact Recorder (ACR) on Linux.

Which three settings can you set using the Kickstart application on the ACR installation disk? (Choose three.)

- A. Keyboard
- B. Size of the /calls directory.
- C. Time Zone
- D. Linux firewall settings
- E. Eth0 IP address

Correct Answer: ABE

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