3308^{Q&As}

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

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QUESTION 1

You are in the process of creating a new supervisor on the Framework server. You have created the user profile, but when you try and assign access rights, the "Edit Access Rights" button is greyed out.

What is causing this problem?

A. You have not created a valid profile.

B. You have not created the user name and password.

C. You have not created the profile as a supervisor.

D. You have not assigned a user to a group.

Correct Answer: D

QUESTION 2

Which two statements about the Server Readiness Validation tool are true? (Choose two.)

A. It creates a report to show any trouble spots.

B. It validates media drives.

C. It validates database drives.

D. It validates operating system settings.

Correct Answer: BC

QUESTION 3

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 4

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

QUESTION 5

Which user details must be specified under the CCT username and CCT password options of the Avaya Aura® Contact Center Interface?

A. CallRecordUser and its password

B. any domain user and password

C. a domain CCT username and password

D. any local Windows username and password

Correct Answer: C