



3308^{Q&As}

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

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QUESTION 1

Which procedure should be completed before upgrading an Avaya Contact Recorder (ACR) to R12?

- A. Backup the ACR postgres database.
- B. Start the ACR Service.
- C. Apply any existing software hotfixes.
- D. Backup the ACR MS SQL database.

Correct Answer: A

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

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.

What information is required to get the Avaya Aura® Contact Center to communicate with the Avaya Contact Recorder? (Choose three.)

- A. Communication Control Toolkit username
- B. Communication Control Toolkit Windows Domain details
- C. Avaya Aura® Contact Center Meridian Link Services IP Address
- D. Application Enablement Services IP address
- E. Communication Control Toolkit IP address

Correct Answer: ABD



QUESTION 4

To license Avaya Contact Recording a three digit code is needed. What is this code called, and where can it be found?

- A. Avaya CR License code; Recorded Status > Ports
- B. License Generation Key; System > License
- C. Avaya CR License code; System > License
- D. License Generation Key; General Setup > Recorder

Correct Answer: B

QUESTION 5

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

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