3308^{Q&As}

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

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QUESTION 1

Which process is designed to verify that the server has passed the prerequisites, and is ready to install?

A. SR Tool

B. WFO setup.exe

C. Cap Test

D. Avaya WFO Preinstall utility

Correct Answer: D

QUESTION 2

For integration with the Enterprise Management server, on which server does the EMA component of the recorder need to be enabled?

A. the Avaya Contact Recorder (ACR) Master only.

B. the Avaya Contact Recorder (ACR) Master and Standby only.

C. all Avaya Contact Recorder (ACR) Master, Standby, and CRSs

D. All Avaya Contact Recorder (ACR) Master, Standby, and Slaves

Correct Answer: C

QUESTION 3

Which statement describes a part of the Avaya WFO/Framework server validation process?

A. The server group and server type are automatically detected by the SR Validator.

B. The SR Validator compares the current installation and configuration to the requirement file for that server.

C. The SR Validator attempts to fix any issues it finds.

D. All server validation information is maintained on a separate logging server.

Correct Answer: A

QUESTION 4

Which data source type does Avaya Workforce optimization (WFO) Quality Monitoring require to record audio?

A. dialer

B. phone

C. quality

D. operations

Correct Answer: A

QUESTION 5

The technician has just restarted the WFO_Production_Domain Production Server service on the Application server, and is now having problems logging into the web portal.

What should be checked first?

A. that the security settings on Internet Explorer allows access to multiple servers

B. that the network connectivity to the server is active

C. that the beasvcX64.exe process has run up to about 1.44 GB of memory usage

D. that there is no connection via wifi

Correct Answer: B

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