



3308^{Q&As}

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

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QUESTION 1

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 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 process allows the Avaya Workforce Optimization (WFO) Enterprise Manager to communicate updates to the Avaya Contact Recorder (ACR)?

- A. dedicated network connection
- B. LoggerServer service
- C. Enterprise Manager Agent (EMA)
- D. MDL database

Correct Answer: C

QUESTION 4

Which three types of reports are included with Quality Monitoring (QM)? (Choose three.)

- A. usage reports



- B. activity reports
- C. calibration reports
- D. historical reports
- E. screen reports

Correct Answer: BCE

QUESTION 5

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

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