



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 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 3

A customer's Avaya Contact Recorder (ACR) has been in production for the last 5 years. Recently you have noticed that the var partition is low on disk space, even after performing the database vacuum and clearing unwanted files from the partition. What is the first step that must be performed to bring the size down?

- A. Identify the customer retention requirement, Login to the PostgreSQL, and delete the old call details manually.
- B. Identify the customer retention requirement, and Go to General Setup Recorder and change the "Retain call details for (months)" setting on the ACR webpage.
- C. Identify the customer retention requirement, and delete the old call recording from the call partition.
- D. Go to General Setup Recorder and change "Allow Full Database Vacuum on Startup if required".

Correct Answer: B

QUESTION 4



You are planning to install Avaya Contact Recorder (ACR) on a customer site that is using an Avaya Communication Server 1000 as a PBX.

Which two devices should be reachable by the ACR and (Choose two.)

- A. Avaya Contact Center Manager Server (CCMS)
- B. Avaya Communication Server 1000 Call Server
- C. Avaya IP Telephones
- D. Avaya Communication Server 1000 Gateway
- E. Avaya Media Application Server

Correct Answer: BC

QUESTION 5

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

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