3308^{Q&As}

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

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QUESTION 1

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

QUESTION 2

An installer has just integrated Avaya Contact Recorder (ACR) R12 with the Element Manager module of Avaya WFO/Framework to use the Quality Monitoring (QM) feature.

Which statement describes how the Integration with QM component can be validated to be working?

A. Check the QM link status on the ACR webpage under recorder status.

B. Check for updated configuration XML files in the EMA cache directory on ACR.

C. Check EQconnect Link status on QM.

D. Check IF connect Adapter status on QM.

Correct Answer: C

QUESTION 3

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 4

It is strongly recommended to install the RedHat operating system (OS) from the Kickstart file (ks.cfg).

When running the Kiskstart.exe for Avaya Contact Recorder (ACR), which three components are necessary to create a ks.cfg file? (Choose three.)

A. the IP addresses of the network interfaces

B. the name of extra RedHat Package Manager (RPM) packages to be installed

C. the MAC address of the Network Interface Card (NIC) Eth0

D. the IP address of the Network Time Protocol (NTP) server

E. the /var partition size

Correct Answer: ABD

QUESTION 5

While waiting to activate an Avaya Contact Recording license, some tests are run with the five- day license.

Once the full license is obtained, what is the path to update the Avaya Contact Recording to the full license?

A. System > License > Change License

B. System > Manage Users > Change License

C. General Setup > Recorder > License

D. General Setup > Recorder > Key Management Server

Correct Answer: C

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