



# 3308<sup>Q&As</sup>

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

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### QUESTION 1

Which user details must be specified under the CCT username and CCT password options of the Avaya Aura® Contact Center Interface?

- A. CallRecordUser and its password
- B. any domain user and password
- C. a domain CCT username and password
- D. any local Windows username and password

Correct Answer: C

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### QUESTION 2

You have the following servers.

1.

Avaya Contact Recorder Master

2.

Avaya Contact Recorder Standby

3.

Avaya Contact Recorder Slave

4.

Centralize Search and Reply server

What is the correct order for upgrading the Avaya Contact Recorder (ACR) servers?

- A. 1, 3, 2, 4
- B. 2, 1, 3, 4
- C. 3, 1, 2, 4
- D. 4, 1, 3, 2

Correct Answer: A

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### QUESTION 3

Which two statements describe the prerequisites for installing the Avaya WFO/Framework server? (Choose two.)



- A. It is required to be installed in a workgroup without being part of customer\\'s domain.
- B. It is required to be installed on the customer\\'s domain.
- C. It is required to be installed with local administrator account.
- D. It is required to be installed with an IMSA account.

Correct Answer: AC

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#### QUESTION 4

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

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#### QUESTION 5

If an Avaya Contact Recorder (ACR) stops recording, which three should be checked? (Choose three.)

- A. the Recorder Status pages
- B. the MSSQL Server status
- C. the ACR service status
- D. the BDR service status
- E. the Alarms

Correct Answer: BCE

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#### QUESTION 6

You are planning the installation of an Avaya Contact Recorder (ACR) on Linux.

Which three settings can you set using the Kickstart application on the ACR installation disk? (Choose three.)

- A. Keyboard
- B. Size of the /calls directory.
- C. Time Zone



D. Linux firewall settings

E. Eth0 IP address

Correct Answer: ABE

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#### QUESTION 7

What is the default http port used for accessing the Avaya contact Recorder (ACR) web client?

A. 8262

B. 8080

C. 8433

D. 1433

Correct Answer: D

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#### QUESTION 8

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

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#### QUESTION 9

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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#### QUESTION 10

Using a new computer, you are trying to log into the Enterprise Manager for the Application Server.

Enterprise Manager is accessible from your old PC. When navigating to `http://"frameworkserver":7001/wfo`, Internet Explorer closes with no error.

What is causing this problem?

- A. You are using Internet Explorer 8
- B. You are using the wrong URL
- C. You don't have network connectivity to the Application Server.
- D. You have the pop-up blocker turned on.

Correct Answer: C

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#### QUESTION 11

Prior to starting to delete the calls from the calls partition, by default what is the free space that the diskmanager will attempt to keep free on the calls partition?

- A. 1 MB
- B. 1 GB
- C. 100 MB
- D. 500 MB

Correct Answer: D

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#### QUESTION 12

Which Quality Monitoring related licensed feature must be disabled?

- A. Voice Recording, Search, and Reply
- B. Integration to Quality Monitoring (QM) R7
- C. Contacts Based Search and Reply
- D. Contacts Based Search and Reply

Correct Answer: C

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### QUESTION 13

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

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### QUESTION 14

Where are Avaya Contact Recorder (ACR) alarms logged?

- A. In the Tomcat logs
- B. in the acr logs
- C. in the usage report logs
- D. in the var logs

Correct Answer: B

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### QUESTION 15

A technician is installing Avaya Contact Recorder (ACR) with Avaya Aura® Communication Manager on a customer site.

What is the path to verify that the link to ACR is "UP"?

- A. System > Audit Trail
- B. General Setup > Communication Manager Interface
- C. Recorder Status > Server
- D. Operations > Bulk Recording

Correct Answer: B

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