Avaya

Exam 3308

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

Version: 6.1

[Total Questions: 65]

Question No : 1

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.

Answer: A

Question No : 2

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

Answer: A,B,E

Question No : 3

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.

Answer: D

Question No : 4

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

A. dialer
B. phone
C. quality
D. operations

Answer: A
Reference:

http://downloads.avaya.com/css/P8/documents/100164632

Question No : 5

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

Answer: C

Question No : 6

Which statement describes Avaya Contact Recorder (ACR) R12 on Windows or Linux?

A. It is supported on a 32 bit operating system.
B. It is supported on a 64 bit operating system.
C. It is supported with MSSQL running on the ACR.
D. It is supported with Google Chrome.

Answer: B

Question No : 7

Under Avaya Workforce Optimization (WFO) Enterprise Manager, which three server roles are required for Avaya Contact Recorder (ACR) recorder? (Choose three.)

A. Replay
B. Data Connection
C. Integration Server
D. Lan Data
E. Recorder

Answer: B,D,E

Question No : 8

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.

Answer: C

Question No : 9

Before connecting to the Enterprise Manager server, on which ACR must unlimited

strength encryption be enabled?

A. Avaya Contact Recorder (ACR) Master only.
B. Avaya Contact Recorder (ACR) Master and Standby only.
C. All Avaya Contact Recorder (ACR) Master Standby and Slaves
D. All Avaya Contact Recorder (ACR) Master Standbys and CRSs

Answer: C

Question No : 10

A customer has installed two Network Interface Cards (NICs) on an Avaya Contact Recording Server, and they are unable to capture Real-time Transport Protocol (RTP) packets.

What are three possible reasons they are encountering this problem& (Choose three.)

A. The wrong NIC has been selected to use for RTP.
B. Both NICs belong to the same subnet, and are on a different subnet than the CLAN/H323, and AES IP address defined.
C. There is no network path between both NICs and the recorded IP telephones.
D. The gateway has not been set up on the NIC for only search and Replay purposes.
E. There is no network path between the Avaya Aura® Communication Manager media resources and the NIC on the Avaya Contact Recording server to use for RTP.

Answer: A,C,E

Question No : 11

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