Vendor: Avaya

Exam Code:3308

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

Version: Demo

QUESTION 1

Where can an Avaya WFO/Framework administrator view all user changes in its administrative pages?

A. the user log

B. the alarm status

C. the audit viewer

D. the installer log

Correct Answer: C

QUESTION 2

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 3

Which procedure should be completed before upgrading an Avaya Contact Recorder (ACR) to R12?

A. Backup the ACR postgres database.

B. Start the ACR Service.

C. Apply any existing software hotfixes.

D. Backup the ACR MS SQL database.

Correct Answer: A

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

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

QUESTION 6

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

QUESTION 7

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 8

Which statement describes the Recorder Number that is given to the Master Avaya Contact Recorder (ACR)?

A. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 6.

B. It is a unique identifier for every ACR determined by the Customer Sold To number.

C. It is a unique identifier for every ACR determined by the Customer Site ID.

D. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 8.

Correct Answer: B

QUESTION 9

You are playing back a contact in the interactions application under contacts. The audio is playing fine, but you have no screen replay. You have confirmed that the screen has recorded, and is replayable from the Avaya Contact Recorder (ACR).

What is causing this problem?

A. ThePlayBackInstallation application has not been installed on your computer.

B. Your role does not allow you to replay screen.

C. You are logged in a wsuperuser.

D. Your preferences is not set to display screen for contacts replay.

Correct Answer: D

QUESTION 10

To check the CPU utilization of the Avaya Contact Recorder (ACR) server, which two items could you use? (Choose two.)

A. the Windows 2008 Resource Monitor

B. the Linux top command

C. the CPU utilization page in the ACR web client

D. the Linux var logs

Correct Answer: AD

QUESTION 11

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

QUESTION 12

You are installing the Linux version of an Avaya Contact Recorder (ACR), and you have installed the operating system using the required Kickstart script.

Which two accounts should you check before you continue with the application installation? (Choose two.)

A. User account: verint

B. User account: witness

C. User account: root

D. User account: administrator

E. User account: guest

Correct Answer: BE