



3308^{Q&As}

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

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QUESTION 1

Where can an Avaya Contact Recorder (ACR) backup be restored?

- A. on any newly install system with the same Linux operation system version
- B. on any recorder
- C. only to the recorder system from which backup is performed
- D. only on a standby or slave server of the backed-up master recorder

Correct Answer: B

QUESTION 2

Which page of the Avaya Contact Recorder (ACR) web client is used for SIP recording configuration?

- A. General Setup > SIP
- B. General Setup > Contact Center Interface
- C. General Setup > Avaya Aura Contact Center Interface
- D. General Setup > Meridian Link Services

Correct Answer: D

QUESTION 3

A technician is trying to integrate the Avaya Contact Recorder (ACR) with the Avaya Aura® Contact Center in a SIP-based Contact Center.

What information is required to get the Avaya Aura® Contact Center to communicate with the Avaya Contact Recorder? (Choose three.)

- A. Communication Control Toolkit username
- B. Communication Control Toolkit Windows Domain details
- C. Avaya Aura® Contact Center Meridian Link Services IP Address
- D. Application Enablement Services IP address
- E. Communication Control Toolkit IP address

Correct Answer: ABD

QUESTION 4



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 5

Which three types of reports are included with Quality Monitoring (QM)? (Choose three.)

- A. usage reports
- B. activity reports
- C. calibration reports
- D. historical reports
- E. screen reports

Correct Answer: BCE

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