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

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QUESTION 1

A customer needs a solution for their Avaya Contact Recorder (ACR). They currently have an ACR master and three slaves.

Which action can the customer take to turn their solution into a high resiliency solution?

A. Add another ACR master.

B. Add another ACR slave.

C. Add an ACR standby.

D. Add an ACR TDM server.

Correct Answer: B

QUESTION 2

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

QUESTION 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.

Correct Answer: D

QUESTION 4

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

QUESTION 5

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

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