3308^{Q&As}

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

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QUESTION 1

When deciding on the setup of Avaya Contact Recorder (ACR) you need to choose between

A. 729 and G.711 as codes. What are two implications of recording calls using G.711 rather G.729? (Choose two.)

A. Several times more bandwidth will be needed between the recorder and the source.

B. Bulk recording capacity of a given server will be about halved.

C. The quality will be a little lower for bulk recording, but a little better for Quality Monitoring (QM).

S. The storage space requirements for Quality Monitoring (QM) will be different from bulk recording.

Correct Answer: AB

QUESTION 2

In Avaya Contact Recorder (ACR) R12, where can you check the total calls observed by ACR via CTI today, or since startup?

A. ACR Admin webpage Recorder Status CTI monitors

B. ACR Admin Page Operations Bulk Recording

C. ACR Admin webpage Recorder Status Server

D. ACR Admin webpage System

Correct Answer: C

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.

Assuming that the only requirement is to record inbound calls through the hunt group or the queue, where does the Avaya Contact Recorder obtain CTI information?

A. Meridian Link Services on the Avaya Aura® Contact Center

B. Application Enablement Services

C. Communication Control Toolkit

D. eQuality Balance CTI Events Input

E. CTI Link as configured on the Communication Manager

Correct Answer: B

QUESTION 4

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

QUESTION 5

Which tool can be used for migrating evaluations from Quality Monitoring (QM) R11.0 to QM R12.0?

A. User Migration Tool (UMT)

B. Custom Data Migration Mapper (CDMM)

C. Quality Monitoring R7.x Migration Tool

D. Data Import Tool

Correct Answer: C

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