



3308^{Q&As}

Avaya Contact Recording and Avaya Quality Monitoring R12
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QUESTION 1

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 2

For integration with the Enterprise Management server, on which server does the EMA component of the recorder need to be enabled?

- A. the Avaya Contact Recorder (ACR) Master only.
- B. the Avaya Contact Recorder (ACR) Master and Standby only.
- C. all Avaya Contact Recorder (ACR) Master, Standby, and CRSs
- D. All Avaya Contact Recorder (ACR) Master, Standby, and Slaves

Correct Answer: C

QUESTION 3

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 4

For an Avaya Contact Recorder (ACR) topology consisting of Master, Standby and CRS, the ACR replay role is automatically assigned to which of the servers under Enterprise Management in Avaya Workforce Optimization (WFO)?



- A. ACR Master only
- B. ACR Master and Standby server
- C. ACR Master, Standby and CRS server
- D. CRS server only

Correct Answer: C

QUESTION 5

You are planning to install Avaya Contact Recorder (ACR) on a customer site that is using an Avaya Communication Server 1000 as a PBX.

Which two devices should be reachable by the ACR and (Choose two.)

- A. Avaya Contact Center Manager Server (CCMS)
- B. Avaya Communication Server 1000 Call Server
- C. Avaya IP Telephones
- D. Avaya Communication Server 1000 Gateway
- E. Avaya Media Application Server

Correct Answer: BC

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