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Avaya Contact Recording and Avaya Quality Monitoring R12
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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

A technician is configuring the Avaya Contact Recording to work in a CS1000 environment with AST recording.

Which entry must be added in the Avaya Contact Recording properties file for this configuration to work correctly?

A. cc.v6=false

B. aacc.v6=false

C. cc.v6=true

D. aacc.v6=true

Correct Answer: B

QUESTION 3

After a successful installation, what is the only page accessible from the Avaya WFO/Framework administrative pages?

A. Alarm Status

B. License Management

C. General Settings

D. Server Roles

Correct Answer: D

QUESTION 4

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 5

Which statement about the Avaya WFO/Framework Management Service Account is true?

A. You are not allowed to change the Management Service Account username after initial installation.

B. You are not allowed to change the Management Service Account password after initial installation.

C. The Management Service Account requires administrative rights on SQL Databases.

D. The Management Service Account must be defined within a workgroup.

Correct Answer: A

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