3308^{Q&As}

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

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QUESTION 1

You are installing the Linux version of an Avaya Contact Recorder (ACR), and you have installed the operating system using the required Kickstart script.

Which two accounts should you check before you continue with the application installation? (Choose two.)

A. User account: verint

B. User account: witness

C. User account: root

D. User account: administrator

E. User account: guest

Correct Answer: BE

QUESTION 2

A customer cannot connect to the Avaya Contact Recorder (ACR) server web client. Which log should you check?

A. the Tomcat Logs

B. the Catalina logs

C. the usage report logs

D. the var logs

Correct Answer: D

QUESTION 3

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 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

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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