



3308^{Q&As}

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

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QUESTION 1

Which statement describes how to backup the Audio and Screen recording for the Quality Monitoring (QM) system?

- A. Backup the contents directory on the QM Server.
- B. Backup the SQL database on the QM Server.
- C. Backup the /eCorder directory on the Avaya Contact Recorder (ACR).
- D. Archive the contents of the /call directory on the Avaya Contact Recorder (ACR).

Correct Answer: D

QUESTION 2

Which three Avaya WFO/Framework maintenance tasks should be completed on a daily or weekly basis? (Choose three.)

- A. Confirm services are running.
- B. Check active alarms.
- C. Check data fragmentation.
- D. Perform database backups.
- E. Consider loading trends.

Correct Answer: ACD

QUESTION 3

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 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

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

To support multi-DN recording, what is the minimum release of software on the CS1000 and Avaya Aura® Contact Center?

- A. CS1000E R5.5 and Avaya Aura® Contact Center R6.2
- B. CS1000E R7.0 and Contact Center Manager Server (CCMS) R6.0
- C. CS1000E R4.5 and Avaya Aura® Contact Center R6.2
- D. CS1000E R6.0 and Contact Center Manager Server (CCMS) R7.0

Correct Answer: C

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