



3308^{Q&As}

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

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QUESTION 1

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 2

Which page of the Avaya Contact Recorder (ACR) web client is used for SIP recording configuration?

- A. General Setup > SIP
- B. General Setup > Contact Center Interface
- C. General Setup > Avaya Aura Contact Center Interface
- D. General Setup > Meridian Link Services

Correct Answer: D

QUESTION 3

Which three parameter filters can be used to customize a report query? (Choose three.)

- A. Date Range
- B. Framework Server
- C. Groups and Users
- D. Evaluation Data
- E. License

Correct Answer: BCD

QUESTION 4

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 5

You cannot find a contact under interactions that was recently recorded. You have confirmed the recording exists on the Avaya Contact Recorder (ACR).

What is causing this problem?

- A. Your search parameters are too wide.
- B. Your search parameters are include other agents as well.
- C. You have to wait for at least an hour before doing the search.
- D. You have not selected the Near Real-Time contact search option.

Correct Answer: A

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