3308^{Q&As}

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

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QUESTION 1

A customer would like to expand their Avaya Contact Recording solution with new channels. They are already close to the limit for a single physical recorder and would like to have all channels available for the Quality Monitoring (QM) server to access.

Which solution would you suggest?

A. a partitioned solution by adding on another totally independent recorder

B. a Master Slave topology with the slave/slaves recording the audio and video

C. a Central Reply server should be asked to the solution

D. a QM server to take over the additional recording load

Correct Answer: D

QUESTION 2

To license Avaya Contact Recording a three digit code is needed. What is this code called, and where can it be found?

A. Avaya CR License code; Recorded Status > Ports

B. License Generation Key; System > License

C. Avaya CR License code; System > License

D. License Generation Key; General Setup > Recorder

Correct Answer: B

QUESTION 3

A technician is trying to integrate the Avaya Contact Recorder (ACR) with the Avaya Aura® Contact Center in a SIP-based Contact Center.

What information is required to get the Avaya Aura® Contact Center to communicate with the Avaya Contact Recorder? (Choose three.)

A. Communication Control Toolkit username

B. Communication Control Toolkit Windows Domain details

C. Avaya Aura® Contact Center Meridian Link Services IP Address

D. Application Enablement Services IP address

E. Communication Control Toolkit IP address

Correct Answer: ABD

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 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

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