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

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QUESTION 1

An installer has just integrated Avaya Contact Recorder (ACR) R12 with the Element Manager module of Avaya WFO/Framework to use the Quality Monitoring (QM) feature.

Which statement describes how the Integration with QM component can be validated to be working?

A. Check the QM link status on the ACR webpage under recorder status.

B. Check for updated configuration XML files in the EMA cache directory on ACR.

C. Check EQconnect Link status on QM.

D. Check IF connect Adapter status on QM.

Correct Answer: C

QUESTION 2

A subset of the information sent to the application logs can also be forwarded to one or more Syslog servers.

Which steps are necessary to configure this Syslog on the Avaya Contact Recorder (ACR)?

A. Access the ACR webpage under General Setup. Recorder Update the URL(s) of `External Control Port(s) to connect to\\'.

B. Access the Syslog webpage under General Setup. Syslog SNMP Notification Destination.

C. Access the ACR webpage http:// :8080/servlet/acr?=mtce, and update the Syslog server information under `Syslog Host(s) to send logging to\\'

D. Access the ACR webpage under General Setup. Recorder Update the IP address on this server to use for recordings.

Correct Answer: A

QUESTION 3

Where can an Avaya Contact Recorder (ACR) backup be restored?

A. on any newly install system with the same Linux operation system version

B. on any recorder

C. only to the recorder system from which backup is performed

D. only on a standby or slave server of the backed-up master recorder

Correct Answer: B

QUESTION 4

A customer\'s Avaya Contact Recorder (ACR) has been in production for the last 5 years. Recently you have noticed that that the var partition is low on disk space, even after performing the database vacuum and clearing unwanted files from the partition. What is the first step that must be performed to bring the size down?

A. Identify the customer retention requirement, Login to the PostgreSQL, and delete the old call details manually.

B. Identify the customer retention requirement, and Go to General Setup Recorder and change the "Retain call details for (months)" setting on the ACR webpage.

C. Identify the customer retention requirement, and delete the old call recording from the call partition.

D. Go to General Setup Recorder and change "Allow Full Database Vacuum on Startup if required".

Correct Answer: B

QUESTION 5

Which tool can be used for migrating evaluations from Quality Monitoring (QM) R11.0 to QM R12.0?

A. User Migration Tool (UMT)

B. Custom Data Migration Mapper (CDMM)

C. Quality Monitoring R7.x Migration Tool

D. Data Import Tool

Correct Answer: C

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