

3308^{Q&As}

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

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QUESTION 1

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 2

Which command backs-up the postgres database on an Avaya Contact Recording Linux server?

- A. pg_dump format=c compress=5 aware> backup filename
- B. backup_postgres> backup filename
- C. pg_backup format=c compress=5 aware> backup filename
- D. pg_backup_postgres> backup filename

Correct Answer: B

QUESTION 3

Which two statements describe the prerequisites for installing the Avaya WFO/Framework server? (Choose two.)

- A. It is required to be installed in a workgroup without being part of customer\\'s domain.
- B. It is required to be installed on the customer\\'s domain.
- C. It is required to be installed with local administrator account.
- D. It is required to be installed with an IMSA account.

Correct Answer: AC

QUESTION 4

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 5

Which statement about the Avaya WFO/Framework Management Service Account is true?

- A. You are not allowed to change the Management Service Account username after initial installation.
- B. You are not allowed to change the Management Service Account password after initial installation.
- C. The Management Service Account requires administrative rights on SQL Databases.
- D. The Management Service Account must be defined within a workgroup.

Correct Answer: A

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