

3308^{Q&As}

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

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QUESTION 1

A customer has installed two Network Interface Cards (NICs) on an Avaya Contact Recording Server, and they are unable to capture Real-time Transport Protocol (RTP) packets.

What are three possible reasons they are encountering this problem and (Choose three.)

- A. The wrong NIC has been selected to use for RTP.
- B. Both NICs belong to the same subnet, and are on a different subnet than the CLAN/H323, and AES IP address defined.
- C. There is no network path between both NICs and the recorded IP telephones.
- D. The gateway has not been set up on the NIC for only search and Replay purposes.
- E. There is no network path between the Avaya Aura® Communication Manager media resources and the NIC on the Avaya Contact Recording server to use for RTP.

Correct Answer: ACE

QUESTION 2

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 3

You are in the process of creating a new supervisor on the Framework server. You have created the user profile, but when you try and assign access rights, the "Edit Access Rights" button is greyed out.

What is causing this problem?

- A. You have not created a valid profile.
- B. You have not created the user name and password.
- C. You have not created the profile as a supervisor.
- D. You have not assigned a user to a group.

Correct Answer: D

QUESTION 4

Before connecting to the Enterprise Manager server, on which ACR must unlimited strength encryption be enabled?

- A. Avaya Contact Recorder (ACR) Master only.
- B. Avaya Contact Recorder (ACR) Master and Standby only.
- C. All Avaya Contact Recorder (ACR) Master Standby and Slaves
- D. All Avaya Contact Recorder (ACR) Master Standbys and CRSs

Correct Answer: C

QUESTION 5

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

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