

# 3308<sup>Q&As</sup>

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

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**QUESTION 1**

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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**QUESTION 2**

Which data source type does Avaya Workforce optimization (WFO) Quality Monitoring require to record audio?

- A. dialer
- B. phone
- C. quality
- D. operations

Correct Answer: A

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**QUESTION 3**

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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**QUESTION 4**

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

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#### QUESTION 5

Using a local computer, the technician is trying to launch the Quality Monitoring (QM) page from the Interactions dropdown in Enterprise Manager. The web page displays an error message requiring you to contact the administrator.

Which desktop application was not installed?

- A. PlaybackInstallation
- B. FormDesignerInstallation
- C. FormDesignerStandAloneInstallation
- D. Screen\_Capture\_Agent

Correct Answer: C

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#### QUESTION 6

Which Quality Monitoring related licensed feature must be disabled?

- A. Voice Recording, Search, and Reply
- B. Integration to Quality Monitoring (QM) R7
- C. Contacts Based Search and Reply
- D. Contacts Based Search and Reply

Correct Answer: C

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#### QUESTION 7

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

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**QUESTION 8**

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

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**QUESTION 9**

The technician has just restarted the WFO\_Production\_Domain Production Server service on the Application server, and is now having problems logging into the web portal.

What should be checked first?

- A. that the security settings on Internet Explorer allows access to multiple servers
- B. that the network connectivity to the server is active
- C. that the beasvcX64.exe process has run up to about 1.44 GB of memory usage
- D. that there is no connection via wifi

Correct Answer: B

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**QUESTION 10**

Which three Avaya WFO/Framework maintenance tasks should be completed on a daily or weekly basis? (Choose three.)

- A. Confirm services are running.
- B. Check active alarms.
- C. Check data fragmentation.
- D. Perform database backups.
- E. Consider loading trends.

Correct Answer: ACD

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**QUESTION 11**

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

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**QUESTION 12**

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

Correct Answer: D

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**QUESTION 13**

You are planning to install Avaya Contact Recorder (ACR) on a customer site that is using an Avaya Communication Server 1000 as a PBX.

Which two devices should be reachable by the ACR and (Choose two.)

- A. Avaya Contact Center Manager Server (CCMS)
- B. Avaya Communication Server 1000 Call Server
- C. Avaya IP Telephones
- D. Avaya Communication Server 1000 Gateway

E. Avaya Media Application Server

Correct Answer: BC

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**QUESTION 14**

Which procedure should be completed before upgrading an Avaya Contact Recorder (ACR) to R12?

- A. Backup the ACR postgres database.
- B. Start the ACR Service.
- C. Apply any existing software hotfixes.
- D. Backup the ACR MS SQL database.

Correct Answer: A

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**QUESTION 15**

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

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