



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

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

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**QUESTION 1**

Which process allows the Avaya Workforce Optimization (WFO) Enterprise Manager to communicate updates to the Avaya Contact Recorder (ACR)?

- A. dedicated network connection
- B. LoggerServer service
- C. Enterprise Manager Agent (EMA)
- D. MDL database

Correct Answer: C

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**QUESTION 2**

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

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**QUESTION 3**

Where are Avaya Contact Recorder (ACR) alarms logged?

- A. In the Tomcat logs
- B. in the acr logs
- C. in the usage report logs
- D. in the var logs

Correct Answer: B

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#### QUESTION 4

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 5

When an Avaya Contact Recorder (ACR) server is installed with more than one Network Interface Card (NIC), what should be set to indicate which NIC to use for audio and screen content streams?

- A. General Setup > Recorder > Reply Server(s)
- B. General Setup > Recorder >Key Management Server
- C. General Setup > Recorder > IP address on this server to use for recordings
- D. General Setup > Recorder > URL(s) of external control port(s) to connect to

Correct Answer: B

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