3308^{Q&As}

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

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QUESTION 1

A technician is installing Avaya Contact Recorder (ACR) with Avaya Aura® Communication Manager on a customer site.

What is the path to verify that the link to ACR is "UP"?

A. System > Audit Trail

B. General Setup > Communication Manager Interface

C. Recorder Status > Server

D. Operations > Bulk Recording

Correct Answer: B

QUESTION 2

Which statement describes Avaya Contact Recorder (ACR) R12 on Windows or Linux?

A. It is supported on a 32 bit operating system.

B. It is supported on a 64 bit operating system.

C. It is supported with MSSQL running on the ACR.

D. It is supported with Google Chrome.

Correct Answer: B

QUESTION 3

If an Avaya Contact Recorder (ACR) stops recording, which three should be checked? (Choose three.)

A. the Recorder Status pages

B. the MSSQL Server status

C. the ACR service status

D. the BDR service status

E. the Alarms

Correct Answer: BCE

QUESTION 4

What is the default http port used for accessing the Avaya contact Recorder (ACR) web client?

A. 8262

B. 8080

C. 8433

D. 1433

Correct Answer: D

QUESTION 5

You are playing back a contact in the interactions application under contacts. The audio is playing fine, but you have no screen replay. You have confirmed that the screen has recorded, and is replayable from the Avaya Contact Recorder (ACR).

What is causing this problem?

A. ThePlayBackInstallation application has not been installed on your computer.

B. Your role does not allow you to replay screen.

C. You are logged in a wsuperuser.

D. Your preferences is not set to display screen for contacts replay.

Correct Answer: D