3308^{Q&As}

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

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QUESTION 1

Under Avaya Workforce Optimization (WFO) Enterprise Manager, which three server roles are required for Avaya Contact Recorder (ACR) recorder? (Choose three.)

A. Replay

B. Data Connection

C. Integration Server

D. Lan Data

E. Recorder

Correct Answer: BDE

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

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

A. Avaya Session Manager

B. Avaya Application Enablement Server

C. Avaya IP Telephones

D. Avaya Communication Manager Gateway

Correct Answer: BC

QUESTION 4

When deciding on the setup of Avaya Contact Recorder (ACR) you need to choose between

A. 729 and G.711 as codes. What are two implications of recording calls using G.711 rather G.729? (Choose two.)

A. Several times more bandwidth will be needed between the recorder and the source.

B. Bulk recording capacity of a given server will be about halved.

C. The quality will be a little lower for bulk recording, but a little better for Quality Monitoring (QM).

S. The storage space requirements for Quality Monitoring (QM) will be different from bulk recording.

Correct Answer: AB

QUESTION 5

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 ACRand (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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