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

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QUESTION 1

Which two statements about the Server Readiness Validation tool are true? (Choose two.)

A. It creates a report to show any trouble spots.

B. It validates media drives.

C. It validates database drives.

D. It validates operating system settings.

Correct Answer: BC

QUESTION 2

Which statement about the Avaya WFO/Framework Management Service Account is true?

A. You are not allowed to change the Management Service Account username after initial installation.

B. You are not allowed to change the Management Service Account password after initial installation.

C. The Management Service Account requires administrative rights on SQL Databases.

D. The Management Service Account must be defined within a workgroup.

Correct Answer: A

QUESTION 3

Which statement describes how to backup the Audio and Screen recording for the Quality Monitoring (QM) system?

A. Backup the contents directory on the QM Server.

B. Backup the SQL database on the QM Server.

C. Backup the /eCorder directory on the Avaya Contact Recorder (ACR).

D. Archive the contents of the /call directory on the Avaya Contact Recorder (ACR).

Correct Answer: D

QUESTION 4

Which statement regarding the Communication Manager configuration for the Avaya Contact Recorder (ACR) is true?

A. The Universal Call ID (CID) must be disabled.

B. 4624 IP telephones must be created for each DMCC port required on the recorder.

C. Tone detection must be configured with all recording modes.

D. Enhanced conferencing must be disabled.

Correct Answer: B

QUESTION 5

A customer cannot connect to the Avaya Contact Recorder (ACR) server web client. Which log should you check?

A. the Tomcat Logs

B. the Catalina logs

C. the usage report logs

D. the var logs

Correct Answer: D

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