



3308^{Q&As}

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

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**QUESTION 1**

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

QUESTION 2

Which statement describes a part of the Avaya WFO/Framework server validation process?

- A. The server group and server type are automatically detected by the SR Validator.
- B. The SR Validator compares the current installation and configuration to the requirement file for that server.
- C. The SR Validator attempts to fix any issues it finds.
- D. All server validation information is maintained on a separate logging server.

Correct Answer: A

QUESTION 3

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

QUESTION 4

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

QUESTION 5

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

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