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Vendor: Avaya

Exam Code: 3306

Exam Name: Avaya Contact Recording and Avaya Quality Monitoring Implementation and Maintenance Exam

Version: Demo

QUESTION NO: 1

Your customer needs a solution for their Avaya Contact Recorder. They currently have an Avaya Contact Recorder master and three slaves.

Which action can your customer take to turn their solution into a high resiliency solution?

- A. Add another Avaya Contact Recorder master.
- B. Add another Avaya Contact Recorder slave.
- C. Add an Avaya Contact Recorder standby.
- D. Add an Avaya Contact Recorder TDM server.

Answer: C

QUESTION NO: 2

When deciding on the setup of Avaya Contact Recorder you need to choose between G.729 and G.711 as codecs.

What are implications of recording calls using G.711 rather than G.729? (Choose two.)

- A. Several times more bandwidth will be needed between the recorder and secure.
- 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.
- D. The storage space requirements for Quality Monitoring will be different from bulk recording.

Answer: A,B

QUESTION NO: 3

You are planning to install an Avaya Contact Recorder on a customer site that is using an Avaya Communication Server 1000 as a PBX.

Which two devices should be reachable by the Avaya Contact Recorder? (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

Answer: A,C

QUESTION NO: 4

Your customer is asking questions about the reliability of their new Avaya Contact Recording system. They have only one physical recorder.

As far as reliability is concerned, which two options would be available for your customer?
(Choose two)

- A. The operating system and call database should be RAID 1 and the recording storage area should be RAID 5
- B. Use a fault tolerant Storage Area Network (SAN)
- C. Record calls directly to a network attached storage (NAS)
- D. Record calls directly to a tape drive
- E. Use any backup software to back up the system daily

Answer: A,B

QUESTION NO: 5

You are planning to install an Avaya Contact Recorder on customer site that is using an Avaya Communication Manager as a PBX.

Which two devices should be reachable by the Contact Recorder? (Choose two)

- A. Avaya Session Manager
- B. Avaya Application Enablement Server
- C. Avaya IP Telephones
- D. Avaya Communication Manager Gateway

Answer: B,D

QUESTION NO: 6

A customer has indicated that they need to record some conversations using TDM tapping. You need to install a TDM Trunk side tap in one of your Avaya Contact Recorders.

Which operating systems are supported TDM recording?

- A. Windows Server 2008 R2 648 Bit
- B. Windows Server 2000 32Bit
- C. RedHat Linux 5.2
- D. RedHat Linux 5.3

Answer: A

QUESTION NO: 7

A customer cannot connect to the Avaya Contact Recorder Server's web client.

Which log should you check?

- A. The Tomcat Logs
- B. The Catalina logs
- C. The usage report logs
- D. The var logs

Answer: A

QUESTION NO: 8

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

- A. The Recorder Status Pages
- B. The MSSQL Server Status
- C. The Avaya Contact Recorder service status
- D. The BDR service status

E. The alarms

Answer: A,C,D

QUESTION NO: 9

A user created a new random business rule for an agent, and saved the rule as DS Random rule in the Test Rule folder. After a period of time the user noticed that the rule has not triggered.

Which three troubleshooting steps should the user follow to resolve this problem? (Choose three)

- A. Make sure the rule is set to active
- B. Verify the Event rule is saved
- C. Verify the Randomizer rule is saved
- D. Reboot the server
- E. Make sure that the user is added under selected agents

Answer: A,C,E

QUESTION NO: 10

To check the CPU utilization of the Avaya Contact Recorder Server, which two items could you use? (Choose two)

- A. The windows 2008 Resource Monitor
- B. The Linux top command
- C. The CPU utilization page in the Avaya Contact Recorder web client
- D. The linux var logs

Answer: A,B

QUESTION NO: 11

In the enterprise Reporting Webpage, which two troubleshooting tests are available under ETL tasks?

- A. Test Quality Monitoring Connection and Test Apache Tomcat Connection
- B. Test Extract and Test Quality Monitoring Connection
- C. Test Extract and Test Reporter Gateway
- D. Test File Locations and Test Database Connection

Answer: D

QUESTION NO: 12

After installing Enterprise Reporting and Report Net for Enterprise Reporting, a technician observes that the Enterprise Reporting URL http://YourServerName:8282/ws_portal is unable to launch.

What are two possible causes of this problem? (Choose two)

- A. The Enterprise Reporting Service may be disabled.
- B. Enterprise Reporting uses Port 1433 instead of 8282.
- C. Enterprise Reporting uses port 1433 instead of 8282.
- D. Enterprise Reporting was installed https instead of http.
- E. Enterprise reporting requires the Avaya Quality Monitoring services to be running.

Answer: A,E

QUESTION NO: 13

The Status Detail under the Enterprise Reporting --> App Admin --> ETL Status tab, shows task failed.

Which windows 2008 component specifically related to ETL should be checked?

- A. Windows Services
- B. Windows Task Scheduler
- C. Windows Event Viewer
- D. Windows Component Services

Answer: B

QUESTION NO: 14

A technician has installed and configured an Avaya Quality Monitoring System, and is having problems seeing the agent status on the Agent Active display window (Search and Replay > Agents).

What are three possible causes of this problem? (Choose three)

- A. The agents are not logged into Avaya Aura® Communication Manager.
- B. Avaya Contact Recording and Avaya Quality Monitoring do not monitor the hunt group extensions of the skills assigned to them.
- C. Avaya Quality Monitoring Device Group does not monitor the skills extensions of the skills assigned to them.
- D. The TSAPI link on the Avaya Contact Recording system is down.
- E. The station extension on which the agent is logged in, is not recorded on the Avaya Contact Recording through Bulk Recording mode.

Answer: A,B,D

QUESTION NO: 15

After integrating Enterprise Reporting with Quality Monitoring, a technician observes that the Avaya Quality Monitoring Extract Task fails to run.

Which two factors could cause this failure? (Choose two)

- A. An incorrectly configured site name in the ETL task
- B. The ACR server not being defined in the server roles
- C. The eRecorder not being set as master node
- D. An incorrectly configured extract server port

Answer: A,D

QUESTION NO: 16

A technician has carried some recording tests on Avaya Quality Monitoring, and found that there

are no interactions from some of the agents.

Which three configurations need to be verified on the Avaya Quality Monitoring to resolve this problem? (Choose three)

- A. Workplaces
- B. Groups
- C. Business Rules
- D. Agent user configuration
- E. Workstations

Answer: B,C,D

QUESTION NO: 17

Within Avaya Quality Monitoring System Administration, where are the valid telephone extensions added?

- A. Telephones
- B. Workstations
- C. Switches
- D. Workspaces

Answer: A

QUESTION NO: 18

A technician is configuring the Avaya Contact Recording to work in a CS1000 environment with multi-DN recording.

To support multi-DN recording, what is the minimum release of software on the CS1000 and Avaya Aura® Contact Center?

- A. CS1000E Release 5.5 and Avaya Aura® Contact Center 6.2
- B. CS1000E Release 7.0 and Contact Center Manager Server (CCMS) 6.0
- C. CS1000E Release 4.5 and Avaya Aura® Contact Center 6.2
- D. CS1000E Release 6.0 and Contact Center Manager Server (CCMS) 7.0

Answer: D

QUESTION NO: 19

Which server role must be defined for a functioning Quality Monitoring server?

- A. Quality Monitoring Server
- B. Reporting ETL Server
- C. Reporting Server
- D. BDR Server

Answer: D

QUESTION NO: 20

Which two Avaya Aura Monitoring Switch types are supported for configuring the system with supported Avaya switches? (Choose two)

- A. Avaya Definity G3/S8300/S8700 Switch
- B. Alcatel 4000 Switch
- C. Aspect Switch
- D. Meridian 1/Succession Switch

Answer: A,D

QUESTION NO: 21

Which role provides user access to edit the General Setup > Contact Interface Page, in the Avaya Contact Recorder client?

- A. System Admin
- B. May replay
- C. Restricted Admin
- D. May authorize logins

Answer: A

QUESTION NO: 22

A technician is configuring the Avaya Contact Recording to work in a CS1000 environment with AST recording.

Which entry must be added in the Avaya Contact Recording properties file for this configuration to work correctly?

- A. cc.v6=false
- B. aacc.v6=false
- C. cc.v6=true
- D. aacc.v6=true

Answer: C

QUESTION NO: 23

When an Avaya Contact Recording 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 > Replay 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 port(s) to connect to

Answer: C

QUESTION NO: 24

Which switch type must be configured for SIP recording on a standalone Avaya Contact Recorder?

A. Communication Manager

B. CS 1000

C. CS2x00

D. AACC (only)

Answer: D

QUESTION NO: 25

To configure the system's foundation data, which Avaya Quality Monitoring web client do you need to access?

A. Search and Replay

B. Reporting

C. System Administration

D. Evaluations

Answer: C

QUESTION NO: 26

Which two servers require a License Activation key?

A. Avaya Contact Recorder Standby

B. Avaya Central Replay Server

C. Avaya Contact Recorder Slave

D. Avaya Contact Recorder Master

Answer: B,D

QUESTION NO: 27

Which statement describes the purpose of setting up an Avaya Quality Monitoring extract task on the Enterprise Reporting server?

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