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

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QUESTION 1

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

QUESTION 2

While waiting to activate an Avaya Contact Recording license, some tests are run with the five- day license.

Once the full license is obtained, what is the path to update the Avaya Contact Recording to the full license?

A. System > License > Change License

B. System > Manage Users > Change License

C. General Setup > Recorder > License

D. General Setup > Recorder > Key Management Server

Correct Answer: C

QUESTION 3

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 4

You are installing the Linux version of an Avaya Contact Recorder (ACR), and you have installed the operating system using the required Kickstart script.

Which two accounts should you check before you continue with the application installation? (Choose two.)

A. User account: verint

B. User account: witness

C. User account: root

D. User account: administrator

E. User account: guest

Correct Answer: BE

QUESTION 5

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

Correct Answer: B

QUESTION 6

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 problemand (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 7

To check the CPU utilization of the Avaya Contact Recorder (ACR) 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 ACR web client

D. the Linux var logs

Correct Answer: AD

QUESTION 8

A customer\'s Avaya Contact Recorder (ACR) has been in production for the last 5 years. Recently you have noticed that that the var partition is low on disk space, even after performing the database vacuum and clearing unwanted files from the partition. What is the first step that must be performed to bring the size down?

A. Identify the customer retention requirement, Login to the PostgreSQL, and delete the old call details manually.

B. Identify the customer retention requirement, and Go to General Setup Recorder and change the "Retain call details for (months)" setting on the ACR webpage.

C. Identify the customer retention requirement, and delete the old call recording from the call partition.

D. Go to General Setup Recorder and change "Allow Full Database Vacuum on Startup if required".

Correct Answer: B

QUESTION 9

Which Quality Monitoring related licensed feature must be disabled?

A. Voice Recording, Search, and Reply

B. Integration to Quality Monitoring (QM) R7

C. Contacts Based Search and Reply

D. Contacts Based Search and Reply

Correct Answer: C

QUESTION 10

A customer would like to expand their Avaya Contact Recording solution with new channels. They are already close to the limit for a single physical recorder and would like to have all channels available for the Quality Monitoring (QM) server to access.

Which solution would you suggest?

A. a partitioned solution by adding on another totally independent recorder

B. a Master Slave topology with the slave/slaves recording the audio and video

C. a Central Reply server should be asked to the solution

D. a QM server to take over the additional recording load

Correct Answer: D

QUESTION 11

Which statement describes the Recorder Number that is given to the Master Avaya Contact Recorder (ACR)?

A. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 6.

B. It is a unique identifier for every ACR determined by the Customer Sold To number.

C. It is a unique identifier for every ACR determined by the Customer Site ID.

D. It is a unique identifier for every ACR, and it is a 6 digit number beginning with the number 8.

Correct Answer: B

QUESTION 12

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 13

Using a new computer, you are trying to log into the Enterprise Manager for the Application Server.

Enterprise Manager is accessible from your old PC. When navigating to http://"frameworkserver":7001/wfo,

Internet Explorer closes with no error.

What is causing this problem?

A. You are using Internet Explorer 8

B. You are using the wrong URL

C. You don\\'t have network connectivity to the Application Server.

D. You have the pop-up blocker turned on.

Correct Answer: C

QUESTION 14

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 15

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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