

# 3308<sup>Q&As</sup>

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

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#### QUESTION 1

A customer's Avaya Contact Recorder (ACR) has been in production for the last 5 years. Recently you have noticed 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

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#### QUESTION 2

Which data source type does Avaya Workforce optimization (WFO) Quality Monitoring require to record audio?

- A. dialer
- B. phone
- C. quality
- D. operations

Correct Answer: A

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#### QUESTION 3

Which user details must be specified under the CCT username and CCT password options of the Avaya Aura® Contact Center Interface?

- A. CallRecordUser and its password
- B. any domain user and password
- C. a domain CCT username and password
- D. any local Windows username and password

Correct Answer: C

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#### QUESTION 4

On a standalone Avaya Contact Recorder (ACR), which switch type must be configured for SIP recording?

- A. Communication Manager
- B. CS 1000
- C. CS2?00
- D. AACC (only)

Correct Answer: A

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#### QUESTION 5

After a successful installation, what is the only page accessible from the Avaya WFO/Framework administrative pages?

- A. Alarm Status
- B. License Management
- C. General Settings
- D. Server Roles

Correct Answer: D

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#### QUESTION 6

A subset of the information sent to the application logs can also be forwarded to one or more Syslog servers.

Which steps are necessary to configure this Syslog on the Avaya Contact Recorder (ACR)?

- A. Access the ACR webpage under General Setup. Recorder Update the URL(s) of `External Control Port(s) to connect to\`.
- B. Access the Syslog webpage under General Setup. Syslog SNMP Notification Destination.
- C. Access the ACR webpage [http:// :8080/servlet/acr?mtce](http://:8080/servlet/acr?mtce), and update the Syslog server information under `Syslog Host(s) to send logging to\`.
- D. Access the ACR webpage under General Setup. Recorder Update the IP address on this server to use for recordings.

Correct Answer: A

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#### QUESTION 7

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

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#### QUESTION 8

What happens when the Framework installation fails?

- A. The installer will stop and quit from the tool. Once the issue is resolved, the installer will restart from the beginning of the installation.
- B. Failed components will be tracked in the installer's log file.
- C. Errors will appear in black text in the SR tool.
- D. All installation errors will appear on the alarms page of Element Manager.

Correct Answer: D

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#### QUESTION 9

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

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#### QUESTION 10

In Avaya Contact Recorder (ACR) R12, where can you check the total calls observed by ACR via CTI today, or since startup?

- A. ACR Admin webpage Recorder Status CTI monitors
- B. ACR Admin Page Operations Bulk Recording
- C. ACR Admin webpage Recorder Status Server
- D. ACR Admin webpage System

Correct Answer: C

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#### QUESTION 11

Where can an Avaya Contact Recorder (ACR) backup be restored?

- A. on any newly install system with the same Linux operation system version
- B. on any recorder
- C. only to the recorder system from which backup is performed
- D. only on a standby or slave server of the backed-up master recorder

Correct Answer: B

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#### QUESTION 12

You are playing back a contact in the interactions application under contacts. The audio is playing fine, but you have no screen replay. You have confirmed that the screen has recorded, and is replayable from the Avaya Contact Recorder (ACR).

What is causing this problem?

- A. ThePlaybackInstallation application has not been installed on your computer.
- B. Your role does not allow you to replay screen.
- C. You are logged in a wsuperuser.
- D. Your preferences is not set to display screen for contacts replay.

Correct Answer: D

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#### QUESTION 13

Which command backs-up the postgres database on an Avaya Contact Recording Linux server?

- A. `pg_dump format=c compress=5 eware> backup filename`
- B. `backup_postgres> backup filename`
- C. `pg_backup format=c compress=5 eware> backup filename`
- D. `pg_backup_postgres> backup filename`

Correct Answer: B

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#### QUESTION 14

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

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#### **QUESTION 15**

The technician has just restarted the WFO\_Production\_Domain Production Server service on the Application server, and is now having problems logging into the web portal.

What should be checked first?

- A. that the security settings on Internet Explorer allows access to multiple servers
- B. that the network connectivity to the server is active
- C. that the beasvcX64.exe process has run up to about 1.44 GB of memory usage
- D. that there is no connection via wifi

Correct Answer: B

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