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**Exam** : **3308**

**Title** : Avaya Contact Recording and  
Avaya Quality Monitoring R12  
Implementation and  
Maintenance Exam

**Vendor** : Avaya

**Version** : DEMO

**NO.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.

**Answer:** B,C

**NO.2** An installer has just integrated Avaya Contact Recorder (ACR) R12 with the Element Manager module of Avaya WFO/Framework to use the Quality Monitoring (QM) feature.

Which statement describes how the Integration with QM component can be validated to be working?

- A. Check the QM link status on the ACR webpage under recorder status.
- B. Check for updated configuration XML files in the EMA cache directory on ACR.
- C. Check EQconnect Link status on QM.
- D. Check IF connect Adapter status on QM.

**Answer:** C

**NO.3** Which three Avaya WFO/Framework maintenance tasks should be completed on a daily or weekly basis? (Choose three.)

- A. Confirm services are running.
- B. Check active alarms.
- C. Check data fragmentation.
- D. Perform database backups.
- E. Consider loading trends.

**Answer:** A,C,D

**NO.4** You are in the process of creating a new supervisor on the Framework server. You have created the user profile, but when you try and assign access rights, the "Edit Access Rights" button is greyed out.

What is causing this problem?

- A. You have not created a valid profile.
- B. You have not created the user name and password.
- C. You have not created the profile as a supervisor.
- D. You have not assigned a user to a group.

**Answer:** D

**NO.5** 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

**Answer:** A

**NO.6** 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

**Answer:** B,C