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Avaya Contact Recording and Avaya Quality Monitoring R12 Implementation and Maintenance

Avaya 3308

Version Demo

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QUESTION NO: 1

Which three types of reports are included with Quality Monitoring (QM)? (Choose three.)

A. usage reports

B. activity reports

C. calibration reports

D. historical reports

E. screen reports

ANSWER: B C E

Explanation:

Quality Monitoring includes **activity reports**, **calibration reports**, and **screen reports** as report categories supporting the QM workflow. Activity reports provide operational visibility into quality-management work, such as evaluation-related activity and the progress of users or groups through configured QM processes. This enables supervisors and quality managers to monitor the volume and status of work being performed.

Calibration reports support the consistency of scoring among evaluators. Calibration is a core QM practice in which reviewers assess the same interaction and compare outcomes, helping an organization identify scoring variance and improve agreement on evaluation standards. Screen reports cover screen-recording information, allowing authorized users to report on screen-capture-related data associated with recorded interactions. Together, these report types address operational activity, evaluator calibration, and screen-recording visibility in the Avaya Quality Monitoring solution. Avaya product documentation and release-specific guides are available through the Avaya Support portal and the Avaya Documentation portal; consult the R12 QM documentation for the exact report fields, permissions, and availability in the deployed release.

QUESTION NO: 2

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

Explanation:

The required accounts to verify are **User account: witness** and **User account: root**. The Kickstart-based ACR server build creates and configures the operating-system environment expected by the recorder software. The *witness* account is the dedicated service account used by the recording application and its associated processes, so confirming that it exists after the operating-system deployment ensures that the application installation can use the expected ownership, permissions, and runtime identity. The *root* account must also be checked because privileged access is required for the installation and for system-level configuration tasks, including package installation, service setup, filesystem permissions, and network or security configuration. Before starting the application installer, the implementation engineer should therefore validate that root access is available and that the witness account was created correctly by the prescribed build procedure. This supports

a consistent appliance-style deployment and avoids permission failures during setup or when recorder services start. Avaya product documentation and downloads are available through the Avaya Support portal; Red Hat's guidance on privileged account administration is available in the Red Hat Enterprise Linux System Administrator's Guide.

QUESTION NO: 3

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

ANSWER: A

Explanation:

System > License > Change License is the correct administration path for replacing the temporary five-day entitlement with the purchased Avaya Contact Recording license. Licensing is a system-level function because it controls the product entitlement, enabled recording capacity, and authorized feature availability for the entire Contact Recording deployment. After the full license has been supplied, an administrator accesses the License area under System administration and uses Change License to enter, import, or apply the new license information. The application then validates the entitlement and updates the active license state, allowing normal operation to continue under the full purchased authorization rather than the evaluation period. This activity should be completed by an authorized system administrator and the updated license status should be verified after the change, particularly before the temporary license expires. Avaya product documentation and downloads are provided through the Avaya Support portal; select the applicable Contact Recording release to obtain the corresponding implementation and maintenance documentation: Avaya Support. Avaya's product documentation library is also available at Avaya Documentation.

QUESTION NO: 4

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

ANSWER: D

Explanation:

Server Roles is the only Avaya WFO/Framework administrative page available immediately following a successful installation. This initial restriction is intentional: the Framework must first be assigned and configured with its required server roles before the rest of the administrative functions can be enabled and used. Server roles establish how the installed machine participates in the WFO deployment and provide the foundational configuration needed for services and associated administration components to operate correctly.

Once the applicable roles have been selected, saved, and the required services are configured or restarted as directed by the implementation procedure, the Framework can expose the remaining administration pages. This staged approach prevents administrators from attempting configuration of licensing, alarms, or general settings before the underlying

Framework role configuration is complete. It also ensures that the deployment topology is established before dependent components are administered.

Avaya publishes product documentation and implementation resources through its official documentation and support portals. Consult the implementation documentation matching the deployed Avaya Contact Recording and Avaya Quality Monitoring release for the precise post-installation role-selection workflow: Avaya Documentation and Avaya Support.

QUESTION NO: 5

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

ANSWER: A C E

Explanation:

When Avaya Contact Recorder stops recording, start with “the Recorder Status pages,” “the ACR service status,” and “the Alarms.” The Recorder Status pages provide the most direct operational view of recorder health and recording activity. They help establish whether the recorder is connected to its required telephony resources, whether recording channels are available, and whether calls are reaching the recorder for processing. This immediately narrows the scope of the investigation to the recorder, its integrations, or the call-delivery path.

The ACR service status must also be checked because the recorder depends on its core services being started and healthy to receive call-control events, process media, and create recordings. A stopped or failed recording service can prevent new recordings even if the server itself remains reachable.

Finally, the Alarms provide the recorder’s actionable diagnostic evidence. Alarms can identify connection failures, resource exhaustion, service faults, licensing conditions, or telephony integration issues that affect recording. Reviewing status and alarms together allows an administrator to confirm the current fault and its operational impact before applying corrective action. Avaya provides product documentation and maintenance resources through the Avaya Documentation Portal and the Avaya Support portal.

QUESTION NO: 6

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

Explanation:

Check EQconnect Link status on QM. The ACR–Quality Monitoring integration relies on the EQconnect link to provide the connection between the recorder and the Quality Monitoring environment. After the integration is configured, the appropriate operational validation is therefore performed from Quality Monitoring by confirming that the EQconnect link reports a connected, active, or otherwise healthy status. A healthy link establishes that QM can communicate with the recorder integration endpoint and can receive the recording-related information needed to make interactions available to Quality Monitoring workflows. This check validates the actual integration service rather than merely confirming that local configuration artifacts exist or that a web page is reachable. In an implementation, the installer should also ensure that the status remains healthy after configuration changes and that the relevant recorder is available to QM users for the intended recording and evaluation processes. Avaya publishes product documentation and support resources through its Support portal; the applicable Contact Recorder documentation is accessed from the Avaya Contact Recorder product support page.

QUESTION NO: 7

Before connecting to the Enterprise Manager server, on which ACR must unlimited strength encryption be enabled?

A. Avaya Contact Recorder (ACR) Master only.

B. Avaya Contact Recorder (ACR) Master and Standby only.

C. All Avaya Contact Recorder (ACR) Master Standby and Slaves

D. All Avaya Contact Recorder (ACR) Master Standbys and CRSs

ANSWER: C

Explanation:

Unlimited strength encryption must be enabled on **All Avaya Contact Recorder (ACR) Master Standby and Slaves** before the ACR system is connected to Enterprise Manager. In a distributed ACR deployment, the Master, any Standby server, and every Slave participate in the recording platform's secure communications and can exchange configuration, status, and recording-related information. Encryption capability therefore has to be consistently available throughout the complete ACR estate rather than only at the server that initially establishes or coordinates the Enterprise Manager connection. Enabling the required unlimited-strength cryptography on every participating ACR server ensures that secure connections can be negotiated regardless of which server is active and that failover or distributed processing does not introduce a server with incompatible cryptographic support. This is particularly important where a Standby may assume the Master role or where Slave servers must communicate with centrally managed services. Avaya product documentation and downloads are available through the Avaya Support portal; the recording and quality-management product information is cataloged under Avaya Contact Recorder resources.

QUESTION NO: 8

You are planning the installation of an Avaya Contact Recorder (ACR) on Linux.

Which three settings can you set using the Kickstart application on the ACR installation disk? (Choose three.)

A. Keyboard

B. Size of the /calls directory.

C. Time Zone

D. Linux firewall settings

E. Eth0 IP address

ANSWER: A B E

Explanation:

For an Avaya Contact Recorder Linux deployment, the installation-disk Kickstart application is used to prepare key server-specific parameters before the automated operating-system and recorder installation begins. **Keyboard** is configured so that console input is interpreted correctly throughout installation and later local administration. **Size of the /calls directory.** is an important recorder-specific storage choice because this filesystem holds recorded call data; sizing it during deployment determines the capacity available for recordings and must be planned against retention, recording volume, and disk capacity. **Eth0 IP address** supplies the primary network-interface addressing required for the recorder to communicate with its supporting components and for administrators to reach the system after installation. These settings are therefore part of the installation preparation performed through the ACR Kickstart process, rather than being merely general Linux administration choices. For the applicable release-specific installation procedure and storage-planning guidance, use Avaya's product documentation and support resources: Avaya Support and Avaya Documentation.