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Avaya Workforce Engagement Support Certified Exam

Avaya 33160X

Version Demo

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QUESTION NO: 1

In Avaya Contact Recorder Advanced (ACRA), you want to view information related to your configuration such as adapters, data sources, recording rules and real time monitors. Which monitoring tool collects this information?

- A. Recorder Status Summary
- B. Configuration Checker
- C. Integration Service Status
- D. Capture Status

ANSWER: D

Explanation:

Capture Status is the ACRA monitoring tool that consolidates configuration-related information for the recording environment. It provides visibility into the configured capture components, including adapters that connect ACRA to telephony and other sources, defined data sources, recording rules that control what is captured, and real-time monitors. This centralized status view is valuable during routine operational checks as well as troubleshooting because an administrator can verify that the components required for recording are present and operating as expected. Capture Status also helps support personnel correlate the active configuration with the current health and activity of the recording platform, allowing them to investigate recording issues without having to inspect each configuration area separately. In an ACRA deployment, reviewing this information is an important first step when validating recorder connectivity, capture setup, and monitoring behavior. Avaya's product documentation and support portal provide the official documentation resources for Contact Recorder and Workforce Engagement products: [Avaya Support](#) and [Avaya Product Support](#).

QUESTION NO: 2

In a scenario with Avaya Contact Recorder Advanced (ACRA) using station-side recording (TDM), which statement is true?

- A. When there is an outgoing call that is put on hold for a consult with a supervisor, and then conferences with a supervisor, the call with the customer and the conference with the supervisor will be recorded, while the internal consult will not be recorded.
- B. When there is an incoming call that is put on hold, only the customer side will be recorded.
- C. An internal call will not be recorded.
- D. When there is an outgoing call that is put on hold for a consult with a supervisor, and then conferenced with a supervisor, everything will be recorded.

ANSWER: A

Explanation:

When there is an outgoing call that is put on hold for a consult with a supervisor, and then conferences with a supervisor, the call with the customer and the conference with the supervisor will be recorded, while the internal consult will not be recorded. This reflects the call-leg handling used by Avaya Contact Recorder Advanced with station-side (TDM) recording. The recorder identifies and processes the externally connected customer call and the subsequent conference state as recordable interactions associated with the recorded station. When the agent places the customer on hold and makes a separate internal consultation call to a supervisor, that consultation is an internal station-to-station leg. Under the standard recording behavior described for this scenario, it is not retained as a recorded interaction. Once the supervisor is joined to the customer call, the conference becomes a relevant recorded portion of the customer interaction. Consequently, playback and search can present the customer conversation and the resulting conference recording, while the intervening internal consultation is absent. This behavior is important when validating recordings during support investigations, because the apparent gap is expected from the distinction between an internal consult leg and the customer-facing call/conference legs. Consult the applicable Contact Recorder technical documentation through [Avaya Support](#) and the [Avaya Support documentation resources](#) for the release-specific station-side recording configuration and call-scenario details.

QUESTION NO: 3

Which three statements about the Framework platform are true? (Choose three)

- A. Requires a locally installed instance of Microsoft SQL.
- B. It is a predefined set of Server Roles that are deployed together on the same machine.
- C. The platform is HW independent.
- D. The platform is Windows OS independent
- E. It can be installed with another platform on the same hardware.

ANSWER: B C E

Explanation:

The Framework platform is a deployment platform composed of a predefined grouping of Workforce Engagement server roles installed together on one machine. This grouping provides the foundational management, service, database, and web-service capabilities needed for the Workforce Engagement environment. Treating these capabilities as a platform simplifies installation planning and establishes a consistent base for the wider deployment.

The Framework platform is hardware independent because its software deployment is not tied to one proprietary server model. It can be deployed on supported physical-server hardware or in a supported virtualized environment, provided that the selected infrastructure satisfies the documented operating-system, capacity, storage, and platform compatibility requirements. This enables organizations to align deployment with their existing approved infrastructure standards.

The Framework platform can also be co-located with another compatible platform on the same hardware. Co-location is a supported deployment approach when the installed roles and platform combination are compatible and the server has sufficient resources for the anticipated workload. Installation design must therefore account for the sizing and compatibility guidance applicable to the complete role combination. Avaya's product documentation portal is available at [Avaya Documentation](#), and current product support materials are available through [Avaya Support](#).

QUESTION NO: 4

A customer is planning a Workforce Engagement topology and wants to understand the characteristics of the Framework platform before deciding whether to co-locate compatible components.

Which three statements about the Framework platform are true? (Choose three)

- A. It requires a locally installed instance of Microsoft SQL Server.
- B. It is a predefined set of server roles deployed together on the same machine.
- C. The platform is hardware independent.
- D. The platform is independent of the Windows operating system.
- E. It can be installed with another compatible platform on the same hardware.

ANSWER: B C E

Explanation:

The Framework platform is a predefined set of server roles deployed together on the same machine. It is hardware independent when installed on supported infrastructure, and it can be installed with another compatible platform on the same hardware when sizing and compatibility requirements are met. Framework is not independent of the supported Windows operating-system requirements, and every Framework server does not require a locally installed SQL Server instance.

QUESTION NO: 5

Happens when the framework installation fails?

- A. All installation errors Will appear on the alarms page of Element Manager
- B. The installer Will stop but does not quit from the tool. Failed components are tracked to the installer's log file.
- C. The installer Will stop and quit from the tool. Once the issue is resolved, the installer Will restart from the beginning of the installation.
- D. Errors Will appear in black text in the SR tool.

ANSWER: B

Explanation:

The installer Will stop but does not quit from the tool. Failed components are tracked to the installer's log file. This is the expected Workforce Engagement Support installation behavior when a framework component cannot be installed. The installation tool halts at the failed step so that the administrator can identify and correct the underlying problem without losing the installation context. It remains open rather than exiting, allowing the installation to be resumed after remediation. The installer records the failed component and related diagnostic details in its log files, which are the primary source for troubleshooting framework-installation failures. The installer also identifies the component that failed and provides access to the relevant log information, enabling support personnel or administrators to investigate prerequisites, permissions, service dependencies, or other installation conditions before continuing. This controlled stop-and-log process helps preserve the progress of successfully installed components and supports an efficient recovery workflow. For Avaya product documentation and installation resources, see the [Avaya Support portal](#) and the [Avaya Support resources page](#).

QUESTION NO: 6

In the Avaya Workforce Engagement, which two statements about framework license activation are true? (Choose two)

- A. License activation requires Enterprise Manager access to the internet
- B. The License Reference number is generated when the customer order is placed
- C. The License Registration Key is generated during installation
- D. The License Registration Key is generated before the Enterprise Suite is installed

ANSWER: A D

Explanation:

License activation requires Enterprise Manager access to the internet because the Enterprise Manager must communicate with Avaya's licensing infrastructure to register the entitlement and obtain the information needed to activate the Workforce Engagement framework. This connectivity supports validation of the license authorization information and the activation workflow rather than merely installing software components locally.

The License Registration Key is generated before the Enterprise Suite is installed because it is obtained as part of the licensing and entitlement-registration process, then supplied during framework installation or activation. In practical deployment planning, the administrator should therefore ensure that the required entitlement details and registration key are available before beginning installation. This avoids stopping the installation workflow while waiting for license registration to be completed. Avaya's product documentation and support resources describe licensing as a prerequisite activity associated with entitlement activation and product deployment. See the [Avaya Support portal](#) and the [Avaya Support resources](#) for product-specific Workforce Engagement installation and licensing documentation.

QUESTION NO: 7

A support team is defining its routine daily and weekly operational checks for a Workforce Engagement deployment.

Which three tasks should be included? (Choose three)

- A. Check active alarms
- B. Confirm that required services are running
- C. Perform database backups
- D. Review data fragmentation
- E. Conduct long-term loading trend analysis

ANSWER: A B C

Explanation:

Checking active alarms, confirming that required services are running, and performing database backups are routine maintenance tasks. Alarms and service checks identify conditions that can interrupt recording or application processing, while regular database backups protect configuration and operational data for recovery. Capacity trend analysis and data-fragmentation review can be useful planned maintenance activities, but they are not the primary daily or weekly checks listed here.

QUESTION NO: 8

You are in the process of creating a new supervisor on the Framework server . you have created the user profile, but when you try to 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 profile as a supervisor
- C. You have not created the profile as a manager
- D. You have not created the user name and password .

ANSWER: B

Explanation:

The correct answer is **"You have not created the profile as a supervisor"**. In Avaya Workforce Optimization Select Framework administration, access-right assignment is tied to the user's configured role. A profile must first be designated as a Supervisor before the system enables the administrator to edit the access rights associated with that supervisor account. Until that role selection is saved on the user profile, Framework treats the account as a standard user type for which supervisor access-right configuration is not applicable; consequently, the *Edit Access Rights* control remains unavailable.

When creating the account, the administrator should open the user-profile details and select *Supervisor* in the Role field, then save the profile. After Framework recognizes the user as a supervisor, the access-rights function becomes available and the administrator can grant the appropriate permissions for Workforce Engagement functions. This role-based behavior ensures that elevated supervisory capabilities are assigned deliberately and consistently through Framework's user administration process. Consult the Workforce Optimization Select documentation available through [Avaya Support](#) and Avaya's [product support resources](#) for the applicable administration-guide version and role configuration procedures.