Vendor: Avaya

Exam Code: 3308

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

Version: DEMO

QUESTION 1
A technician has carried some recording tests on Avaya Quality Monitoring, and found that there are no interactions from some of the agents. Which three configurations need to be verified on the Avaya Quality Monitoring to resolve this problem? (Choose three)

A. Workplaces
B. Groups
C. Business Rules
D. Agent user configuration
E. Workstations

Answer: BCD

QUESTION 2
Within Avaya Quality Monitoring System Administration, where are the valid telephone extensions added?

A. Telephones
B. Workstations
C. Switches
D. Workspaces

Answer: A

QUESTION 3
A technician is configuring the Avaya Contact Recording to work in a CS1000 environment with multi-DN recording. To support multi-DN recording, what is the minimum release of software on the CS1000 and Avaya Aura?Contact Center?

A. CS1000E Release 5.5 and Avaya Aura?Contact Center 6.2
B. CS1000E Release 7.0 and Contact Center Manager Server (CCMS) 6.0
C. CS1000E Release 4.5 and Avaya Aura?Contact Center 6.2
D. CS1000E Release 6.0 and Contact Center Manager Server (CCMS) 7.0

Answer: D

QUESTION 4
Which server role must be defined for a functioning Quality Monitoring server?

A. Quality Monitoring Server
B. Reporting ETL Server
C. Reporting Server
D. BDR Server

Answer: D

QUESTION 5
Which two Avaya Aura Monitoring Switch types are supported for configuring the system with supported Avaya switches? (Choose two)

A. Avaya Definity G3/S8300/S8700 Switch
B. Alcatel 4000 Switch
C. Aspect Switch
D. Meridian 1/Succession Switch

Answer: AD

QUESTION 6
Which role provides user access to edit the General Setup > Contact Interface Page, in the Avaya Contact Recorder client?

A. System Admin
B. May replay
C. Restricted Admin
D. May authorize logins

Answer: A

QUESTION 7
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

Answer: C

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