



Vendor: Avaya

Exam Code: 3316X

Exam Name: Avaya Contact Recording and Avaya Quality Monitoring 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