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Exam : **3306**

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

Version : Demo

1.Your customer needs a solution for their Avaya Contact Recorder. They currently have an Avaya Contact Recorder master and three slaves.
Which action can your customer take to turn their solution into a high resiliency solution?
A. Add another Avaya Contact Recorder master.
B. Add another Avaya Contact Recorder slave.
C. Add an Avaya Contact Recorder standby.
D. Add an Avaya Contact Recorder TDM server.
Answer: C

2.When deciding on the setup of Avaya Contact Recorder you need to choose between G.729 and G.711 as codecs.
What are implications of recording calls using G.711 rather than G.729? (Choose two.)
A. Several times more bandwidth will be needed between the recorder and secure.
B. Bulk recording capacity of a given server will be about halved.
C. The quality will be a little lower for bulk recording, but a little better for Quality Monitoring.
D. The storage space requirements for Quality Monitoring will be different from bulk recording.
Answer: A,B

3.You are planning to install an Avaya Contact Recorder on a customer site that is using an Avaya Communication Server 1000 as a PBX.
Which two devices should be reachable by the Avaya Contact Recorder? (Choose two)
A. Avaya Contact Center manager Server (CCMS)
B. Avaya Communication Server 1000 Call Server
C. Avaya IP telephones
D. Avaya Communication Server 1000 Gateway
E. Avaya media Application Server
Answer: A,C

4.Your customer is asking questions about the reliability of their new Avaya Contact Recording system. They have only one physical recorder.
As far as reliability is concerned, which two options would be available for your customer? (Choose two)
A. The operating system and call database should be RAID 1 and the recording storage area should be RAID 5
B. Use a fault tolerant Storage Area Network (SAN)
C. Record calls directly to a network attached storage (NAS)
D. Record calls directly to a tape drive
E. Use any backup software to back up the system daily
Answer: A,B

5.You are planning to install an Avaya Contact Recorder on customer site that is using an Avaya Communication Manager as a PBX.
Which two devices should reachable by the Contact Recorder? (Choose two)
A. Avaya Session Manager
B. Avaya Application Enablement Server

C. Avaya IP Telephones
D. Avaya Communication Manager Gateway
Answer: B,D

6.A customer has indicated that they need to record some conversations using TDM tapping. You need to install a TDM Trunk side tap in one of your Avaya Contact Recorders.
Which operating systems are supported TDM recording?
A. Windows Server 2008 R2 648 Bit
B. Windows Server 2000 32Bit
C. RedHat Linux 5.2
D. RedHat Linux 5.3
Answer: A

7.A customer cannot connect to the Avaya Contact Recorder Server's web client.
Which log should you check?
A. The Tomcat Logs
B. The Catalina logs
C. The usage report logs
D. The var logs
Answer: A

8.If an Avaya Contact Recorder stops recording, which three should be checked? (Choose three)
A. The Recorder Status Pages
B. The MSSQL Server Status
C. The Avaya Contact Recorder service status
D. The BDR service status E. The alarms
Answer: A,C,D

9.A user created a new random business rule for an agent, and saved the rule as DS Random rule in the Test Rule folder. After a period of time the user noticed that the rule has not triggered.
Which three troubleshooting steps should the user follow to resolve this problem? (Choose three)
A. Make sure the rule is set to active
B. Verify the Event rule is saved
C. Verify the Randomizer rule is saved
D. Reboot the server
E. Make sure that the user is added under selected agents
Answer: A,C,E

10.To check the CPU utilization of the Avaya Contact Recorder Server, which two items could you use? (Choose two)
A. The windows 2008 Resource Monitor
B. The Linux top command
C. The CPU utilization page in the Avaya Contact Recorder web client
D. The linux var logs

Answer: A,B