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QUESTION 1You are playing back a contact in the interactions application under contacts. The audio is playing fine, but you have no screen replay. You have confirmed that the screen has recorded, and is replayable from the Avaya Contact Recorder (ACR). What is causing this problem? A. ThePlayBackInstallation application has not been installed on your computer.B. Your role does not allow you to replay screen.C. You are logged in awsuperuser.D. Your preferences is not set to display screen for contacts replay. Answer: D QUESTION 2Where are Avaya Contact Recorder (ACR) alarms logged? A. In the Tomcat logsB. in the acr logsC. in the usage report logsD. in the var logs Answer: BExplanation: http://downloads.avaya.com/css/P8/documents/100157173 QUESTION 3Using a new computer, you are trying to log into the Enterprise Manager for the Application Server. Enterprise Manager is accessible from your old PC. When navigating to http://"frameworkserver":7001/wfo, Internet Explorer closes with no error. What is causing this problem? A. You are using Internet Explorer 8B. You are using the wrong URLC. You don't have network connectivity to the Application Server.D. You have the pop-up blocker turned on. Answer: C QUESTION 4You are in the process of creating a new supervisor on the Framework server. You have created the user profile, but when you try and 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 user name and password.C. You have not created the profile as a supervisor.D. You have not assigned a user to a group. Answer: D QUESTION 5To check the CPU utilization of the Avaya Contact Recorder (ACR) server, which two items could you use? (Choose two.) A. the Windows 2008 Resource MonitorB. the Linux top commandC. the CPU utilization page in the ACR web clientD. the Linux var logs Answer: AD QUESTION 6A customer cannot connect to the Avaya Contact Recorder (ACR) server web client. Which log should you check? A. the Tomcat LogsB. the Catalina logsC. the usage report logsD. the var logs Answer: D QUESTION 7The technician has just restarted the WFO_Production_Domain Production Server service on the Application server, and is now having problems logging into the web portal. What should be checked first? A. that the security settings on Internet Explorer allows access to multiple serversB. that the network connectivityto the server is activeC. that the beasvcX64.exe process has run up to about 1.44 GB of memory usageD. that there is no connection via wifi Answer: B QUESTION 8You cannot find a contact under interactions that was recently recorded. You have confirmed the recording exists on the Avaya Contact Recorder (ACR). What is causing this problem? A. Your search parameters are too wide.B. Your search parameters are include other agents as well.C. You have to wait for at least an hour before doing the search.D. You have not selected the Near Real-Time contact search option. Answer: A



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