

## Avaya.33160X.v2024-01-12.q34

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### NEW QUESTION: 1

Which three statements about the Server Readiness Validator tool are true? (Choose three)

- A. It validates operating system setting
- B. It creates a report to show any trouble spots
- C. It validates CA server security certificates
- D. It validates partition sizes
- E. It can run under the local systems account

**Answer: A,B,D (LEAVE A REPLY)**

Explanation

The Server Readiness Validator tool is a utility that checks the readiness of the server before installing Avaya Workforce Engagement. It validates operating system settings such as firewall, antivirus, and user account control. It creates a report to show any trouble spots that need to be fixed before installation. It also validates partition sizes to ensure that there is enough disk space for the installation. It does not validate CA server security certificates or run under the local systems account. These are not required for the installation of Avaya Workforce Engagement. References:

Server Readiness Validator tool

Avaya Workforce Engagement Installation Guide

### NEW QUESTION: 2

The technician is configuring the Enterprise Manager.

Which statement is true about task that can be completed under Enterprise Manager?

- A. It connects Recorder with the third-party system
- B. It sets up recorder roles, which define the functionality of servers
- C. It assigns call buffer disk settings and logical drives to the contact recording environment
- D. It captures and processes events from server interfaces

**Answer: B (LEAVE A REPLY)**

Explanation

According to the Avaya Workforce Optimization Select Installation Guide, Enterprise Manager is a web-based application that allows the administrator to configure and manage the Avaya Workforce Engagement system.

One of the tasks that can be completed under Enterprise Manager is to set up recorder roles, which define the functionality of servers. Recorder roles specify which components and services are installed and enabled on each server, such as voice recording, screen recording, quality management, speech analytics, etc. The administrator can assign one or more recorder roles to each server in the system. References: Avaya Workforce Optimization Select Installation Guide

### **NEW QUESTION: 3**

A technician is preparing for an upgrade from Workforce Optimization (WFO) VII to Avaya Workforce Engagement R20.X .Which upgrade path must be used?

- A. Side-by side or hardware reuse migration to R20.x
- B. Two step upgrade process, to V15.1 first, then to R20.x
- C. Side-by side upgrade to R20.x in Windows 2016
- D. In-place upgrade to R20.x in Windows 2012 R2 (grey kit)

**Answer: B (LEAVE A REPLY)**

Explanation

The upgrade path from Workforce Optimization (WFO) VII to Avaya Workforce Engagement R20.X is a two step upgrade process, to V15.1 first, then to R20.X. This is because WFO VII is not compatible with Windows Server 2016, which is required for R20.X. Therefore, the first step is to upgrade WFO VII to V15.1 on Windows Server 2012 R2, and then the second step is to upgrade V15.1 to R20.X on Windows Server 2016. This upgrade path applies to both side-by-side and hardware reuse migration scenarios. The other options are not valid upgrade paths for WFO VII to R20.X.

Avaya Workforce Engagement Installation Guide

[Avaya Workforce Engagement Upgrade Guide]

### **NEW QUESTION: 4**

The technician is configuring the screen recording in an Avaya Contact recorder Advanced(ACRA)environment What is the first step for setting up the screen recording process?

- A. Create a Member Group
- B. Create a LAN Data Source
- C. Add Employee IDs
- D. Create Workgroups andworkstations

**Answer: D (LEAVE A REPLY)**

Explanation

According to the Avaya Contact Recorder Configuration and Administration Guide, the first step for setting up the screen recording process in an Avaya Contact Recorder Advanced (ACRA) environment is to create Workgroups and workstations. Workgroups are logical entities that group workstations together for management purposes. Workstations are physical or virtual machines that run the Avaya Contact Recording Desktop (CRD) application, which captures the screen activity of the agents. The administrator can create Workgroups and workstations using the Administration interface of ACRA, and assign them to Member Groups, which define the type and schedule of recording for each workstation. References: Avaya Contact Recorder Configuration and Administration Guide

### **NEW QUESTION: 5**

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 (LEAVE A REPLY)**

Explanation

License activation requires Enterprise Manager access to the internet because it needs to communicate with the Avaya License Server to validate the license authorization code (LAC) and generate the license registration key (LRK). The LRK is generated before the Enterprise Suite is installed and it is used to activate the framework license during the installation process. The license reference number is not generated when the customer order is placed, but it is provided by Avaya after the order is processed. The license registration key is not generated during installation, but it is entered by the installer to activate the license. References:

Selecting entitlements to activate - Avaya

Avaya Engagement Platform

### **NEW QUESTION: 6**

Which three statements are true about SQL Server Reporting Service (SSRS) requirement to support reporting in both new and upgraded systems? (choose three)

- A. It is required for Scorecards Reports
- B. It is required for Customer Feedback reports
- C. It is required for System logging reports
- D. It is required for Forecasting and Scheduling Reports
- E. It is required for Workforce Management (WFM) reports.

**Answer: A,B,E (LEAVE A REPLY)**

Explanation

According to the Avaya Workforce Engagement Support Installation Guide, SQL Server Reporting Service (SSRS) is required to support reporting in both new and upgraded systems for the following types of reports:

Scorecards Reports, Customer Feedback reports, and Workforce Management (WFM) reports. These reports use SSRS as the reporting engine and require SSRS to be installed and configured on a separate server. SSRS is not required for System logging reports or Forecasting and Scheduling Reports, which use different reporting engines. References: Avaya Workforce Engagement Support Installation Guide, page 19.

### **NEW QUESTION: 7**

The customer decided to have the Avaya Delivery Dedicated integration with Multiple Device Registration

- A.** In this scenario, which three statements about Multiple Registration are true? (Choose three)
- B.** It provides the same benefits of Avaya Delivery Dedicated Integration Service Observe
- C.** Only two observers can be present on the same call
- D.** Each recording target requires a dedicated softphone
- E.** There is not dedicated softphone allocated for recording
- F.** It allows a dual recording solution

**Answer: ([SHOW ANSWER](#))**

Explanation

According to the Customer Guide to Avaya DMCC-MR Integrations<sup>1</sup>, the following statements about Multiple Registration are true:

It provides the same benefits of Avaya Delivery Dedicated Integration Service Observe. This means that it supports recording of both inbound and outbound calls, as well as internal calls between agents. It also supports recording of transferred and conference calls, as well as call hold and resume events.

Each recording target requires a dedicated softphone. This means that each agent extension must have a corresponding softphone extension that is registered on the Avaya AES server and used for recording purposes. The softphone extension must be configured with the same call appearance and bridged appearance settings as the agent extension.

It allows a dual recording solution. This means that it supports recording of both voice and screen activity of the agents using the Avaya DMCC-MR integration. The voice recording is done by the inContact WFO Call Recording application, while the screen recording is done by the inContact WFO Screen Recording application.

References: 1: Customer Guide to Avaya DMCC-MR Integrations.

### **NEW QUESTION: 8**

Which three statements describe the prerequisites for installing Avaya Workforce Engagement server in deployment level 3,4 or 5? (choose three).

- A.** Date center servers can be split in multi-domain forests.

**B.** The Framework components can be installed using a Management Service Account (MSA).

**C.** The Framework components need to be installed using a domain account with local administrator privileges in the Framework server.

**D.** Data center zone servers, service user and group account, must all be members of the domain's Active Directory.

**E.** The Framework components can be installed in a workgroup environment.

**Answer:** ([SHOW ANSWER](#))

Explanation

According to the Avaya Workforce Optimization Select Installation Guide, the prerequisites for installing Avaya Workforce Engagement server in deployment level 3, 4 or 5 are as follows:

**B:** The Framework components can be installed using a Management Service Account (MSA). An MSA is a domain account that has local administrator privileges on all servers in the Framework domain. The MSA is used to install and run the Framework services and components.

**C:** The Framework components need to be installed using a domain account with local administrator privileges in the Framework server. This account is different from the MSA and is used to log in to the Framework server and run the installation wizard.

**D:** Data center zone servers, service user and group account, must all be members of the domain's Active Directory. A data center zone is a logical grouping of servers that share common resources and settings. A service user account is a domain account that has local administrator privileges on all servers in the data center zone. A service group account is a domain group that contains all service user accounts in the data center zone.

The statements A and E are incorrect because:

**A:** Data center servers can be split in multi-domain forests. This is not a prerequisite for installing Avaya Workforce Engagement server, but rather an optional configuration that allows for more flexibility and scalability. However, this configuration requires additional steps and considerations, such as setting up trust relationships between domains and configuring DNS suffixes.

**E:** The Framework components can be installed in a workgroup environment. This is not a prerequisite for installing Avaya Workforce Engagement server, but rather an alternative configuration that is only supported for deployment level 1 or 2. A workgroup environment does not use Active Directory or domain accounts, but rather local accounts and groups on each server. References: [Avaya Workforce Optimization Select Installation Guide]

### **NEW QUESTION: 9**

When analysing an Avaya Workforce Engagement recording integrations with Avaya Contact Recorder Advanced (ACRA) What are the three main components? (Choose three)

**A.** Customer Environment.

- B. Archive
- C. Storage
- D. Recorder
- E. RIS (Recorder Integration Service).

**Answer: A,D,E (LEAVE A REPLY)**

Explanation

According to the Avaya Contact Recorder Configuration and Administration Guide, the three main components for analysing an Avaya Workforce Engagement recording integration with Avaya Contact Recorder Advanced (ACRA) are:

A: Customer Environment. This component refers to the customer's network infrastructure, communication platform, contact center applications, and endpoints that are involved in the recording process. The customer environment determines the type and source of the audio and data that are captured by ACRA, as well as the recording method and configuration that are used. For example, the customer environment may include Avaya Aura Communication Manager, Avaya Aura Application Enablement Services, Avaya Experience Portal, Avaya Proactive Outreach Manager, Avaya IP Office Contact Center, etc.

D: Recorder. This component refers to the ACRA server or servers that are responsible for recording, storing, and playing back voice and screen interactions. The recorder component consists of various services and components that perform different functions, such as capturing audio and data from different sources, applying recording rules and schedules, encrypting and compressing recordings, archiving recordings to external storage devices or locations, providing search and replay capabilities, etc.

E: RIS (Recorder Integration Service). This component refers to the service that enables ACRA to integrate with Avaya Workforce Engagement applications, such as Quality Management, Coaching, eLearning, etc. The RIS component allows ACRA to send recording metadata and files to Avaya Workforce Engagement applications for further analysis and evaluation. The RIS component also allows ACRA to receive requests from Avaya Workforce Engagement applications to start or stop recording on demand.

### **NEW QUESTION: 10**

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 (LEAVE A REPLY)**

Explanation

According to the Avaya Workforce Engagement Support Installation Guide, if the framework installation fails, the installer will stop but does not quit from the tool. The failed components are tracked to the installer's log file, which is located in C:\Program Files\Avaya\Avaya Workforce Engagement Support\Logs. The installer will also display a message indicating which component failed and provide a link to the log file. The user can then review the log file, resolve the issue, and resume the installation from where it left off. References: Avaya Workforce Engagement Support Installation Guide, page 34.

### **NEW QUESTION: 11**

Which Avaya Workforce Engagement component can help customers evaluate an agent and increase customer satisfaction?

- A. Wfm
- B. Coaching
- C. Interactions
- D. eLearning

**Answer: C (LEAVE A REPLY)**

Explanation

Interactions is an Avaya Workforce Engagement component that can help customers evaluate an agent and increase customer satisfaction. Interactions allows customers to monitor, search, replay, and evaluate voice and screen recordings of agent interactions with customers. Customers can use Interactions to assess the quality of service, identify best practices, provide feedback, and coach agents to improve their performance and customer satisfaction. References Avaya Workforce Engagement Administration Guide, page 233 Avaya Workforce Engagement Interactions User Guide, page 94

### **NEW QUESTION: 12**

What are the two primary functions of Avaya Contact Recorder Advanced (ACRA)?  
(Choose two)

- A. Replay
- B. Record
- C. Store/Archive
- D. Quality Monitor

**Answer: B,C (LEAVE A REPLY)**

Explanation

Avaya Contact Recorder Advanced (ACRA) is a component of the Avaya Workforce Engagement suite that provides the capability to record, store, and play back voice and screen interactions. The two primary functions of ACRA are record and store/archive. Record function allows businesses to capture customer interactions across multiple channels and media types, such as voice, video, chat, email, and social media. Store/archive function enables businesses to securely store and manage the recorded interactions in compliance with various regulations and standards, such as PCI, GDPR,

and MiFID II. ACRA also supports replay function, which allows users to search and play back the recorded interactions based on various criteria, such as date, time, agent, customer, and keywords. Quality monitor function is not a primary function of ACRA, but it is a separate component of the Avaya Workforce Engagement suite that synchronizes the agent's on-screen activity to the audio recording and provides agent performance evaluation tools. References:

Avaya Workforce Optimization

Avaya Contact Recording - ESI

Avaya Contact Recording - ESI

### **NEW QUESTION: 13**

A technician has installed Screen Capture on an employee Workstation and reads to verify if Screen Capture is running. The technician checks Task Manager Which two processes must be running to ensure that communication with the recorder is enabled for capturing the screen? (Choose two)

- A. Wcapwlistener.exe
- B. ScreenRecorder.exe
- C. ScreenCapture.exe
- D. WCapW32.exe

**Answer: B,D (LEAVE A REPLY)**

Explanation

According to the Avaya Workforce Engagement Support Installation Guide, Screen Capture is a feature that allows administrators to capture and record the screen activity of employees' workstations. Screen Capture requires two processes to be running on the employee workstation to ensure that communication with the recorder is enabled for capturing the screen: ScreenRecorder.exe and WCapW32.exe. ScreenRecorder.exe is the process that captures the screen activity and sends it to the recorder. WCapW32.exe is the process that listens for commands from the recorder and controls the ScreenRecorder.exe process. The other processes, such as Wcapwlistener.exe and ScreenCapture.exe, are not related to Screen Capture. References: Avaya Workforce Engagement Support Installation Guide, page 57.

### **NEW QUESTION: 14**

Which account is used by the Avaya Workforce Engagement system to run the reporting service?

- A. Local System
- B. MSA
- C. SA
- D. DMSA

**Answer: (SHOW ANSWER)**

Explanation

The reporting service is a component of the Avaya Workforce Engagement system that provides access to historical data and reports for various modules, such as QM, WFM, and Analytics. The reporting service runs under a Managed Service Account (MSA), which is a special type of domain account that is automatically managed by Windows. The MSA account is created during the installation of the reporting service and has the format <domain name>\<server name>\$. References:

Avaya Workforce Engagement Installation Guide, page 421

Avaya Workforce Engagement Reporting Service Installation Guide, page 8

### **NEW QUESTION: 15**

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 (LEAVE A REPLY)**

Explanation

According to the Avaya Contact Recorder Administration Guide, the Capture Status tool is a web-based application that provides information related to the configuration of Avaya Contact Recorder Advanced (ACRA), such as adapters, data sources, recording rules, and real time monitors. The Capture Status tool can be used for troubleshooting and monitoring the recording system. The tool can display the status of each component, such as online, offline, or error. The tool can also show the details of each component, such as name, type, IP address, port, version, and configuration. The tool can also provide logs and statistics for each component, such as number of calls recorded, number of errors encountered, and number of active channels. References: Avaya Contact Recorder Administration Guide

### **NEW QUESTION: 16**

A technician is migrating a customer's system from AWFO V15.1 to Avaya Workforce Engagement R20.X.

the customer has windows 2016 servers. You recommended that the customer use the side-by-side approach.

Which two factors led to this recommendation? (choose two).

- A. It is suitable for small systems only.
- B. It will support rollback by reverting to the 15.1 Date Center
- C. It will minimize upgrade downtime risks
- D. The data on the source DC servers are reformatted with Windows Server 2016, and installed L-' with R20.X-

**Answer: (SHOW ANSWER)**

Explanation

According to the Avaya Workforce Optimization Select Migration Guide, the side-by-side approach is a migration method that involves installing a new Avaya Workforce Engagement system on a separate set of servers, and then transferring the data and configuration from the existing AWFO system to the new system.

Some of the factors that led to this recommendation are:

B: It will support rollback by reverting to the 15.1 Data Center. The side-by-side approach allows the customer to keep their existing AWFO system intact and operational until they are ready to switch to the new Avaya Workforce Engagement system. This means that if there are any issues or problems with the new system, the customer can easily revert to the 15.1 Data Center by changing the DNS settings and restoring the database backups.

C: It will minimize upgrade downtime risks. The side-by-side approach reduces the downtime risks associated with upgrading the system, as the customer can perform most of the migration steps in parallel with their normal operations. The customer can also schedule the final cutover to the new system at a convenient time, and avoid any disruption to their service levels or customer experience.

The statements A and D are incorrect because:

A: It is suitable for small systems only. This is not true, as the side-by-side approach can be used for any size of system, depending on the customer's preference and resources.

The side-by-side approach may require more hardware and software licenses than the in-place approach, but it also offers more flexibility and reliability for the migration process.

D: The data on the source DC servers are reformatted with Windows Server 2016, and installed with R20.X. This is not true, as this describes the in-place approach, not the side-by-side approach. The in-place approach is a migration method that involves upgrading the existing AWFO system on the same set of servers, and then applying the R20.X installation on top of it. The in-place approach requires reformatting the source DC servers with Windows Server 2016, which can result in data loss or corruption if not done properly.

References: Avaya Workforce Optimization Select Migration Guide

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**NEW QUESTION: 17**

Which statement about Central Archive is true?

- A. It pulls and archives specified recordings from a local recorder only.
- B. The archive role resides on the recorder.
- C. It uses campaigns (rules) to determine which recordings to archive.
- D. It archives 100% of recordings (Compliance).

**Answer: (SHOW ANSWER)**

Explanation

According to the Avaya Workforce Engagement Support Administration Guide, Central Archive is a feature that allows administrators to archive recordings from one or more recorders to a central location. Central Archive uses campaigns, which are sets of filter rules that define which recordings to archive based on criteria such as date range, recording type, agent ID, DNIS, ANI, and others. Central Archive does not pull and archive specified recordings from a local recorder only, as it can archive recordings from multiple recorders.

The archive role does not reside on the recorder, but on a separate server that communicates with the recorder.

Central Archive does not archive 100% of recordings, as it depends on the campaign configuration. References: Avaya Workforce Engagement Support Administration Guide, page 105.

#### **NEW QUESTION: 18**

When Enabling an employee to control the recording process, which two Agent Initiated Monitoring (AIM) commands are used ? (Choose two.)

- A. Pause monitoring command
- B. Start Annotation command
- C. Start monitoring command
- D. Cancel monitoring command

**Answer: (SHOW ANSWER)**

Explanation

Agent Initiated Monitoring (AIM) enables agents to register their Agent ID with the recording system and have their phone or workspace associated with recordings. Using AIM, agents can start and stop recording calls "on the fly." They can also use AIM to annotate a recording that they start or one that they block from being recorded. The start monitoring command initiates a recording of the current call, while the pause monitoring command temporarily stops the recording of the current call.

#### **NEW QUESTION: 19**

A technician is preparing for the slipstream installation in Avaya Workforce Engagement. Which two statements about slipstream installation are true? (choose two)

- A. Install the HFR package first, then the latest WFO update package, as well as necessary stand-alone KBs in the sequence.

**B.** Install the Avaya Workforce Engagement base software, followed by the WFO update Package and the HFR package.

**C.** Install the Avaya Workforce Engagement base software, followed by the HFR Package.

**D.** Install the WFO Update package, as well as necessary stand-alone KBs at the same time.

**Answer: B,C (LEAVE A REPLY)**

Explanation

A slipstream installation is a process of installing the Avaya Workforce Engagement base software and the latest update package in one step. This reduces the installation time and simplifies the process. The HFR package is a hotfix rollup package that contains fixes for known issues and enhancements. The HFR package must be installed after the WFO update package to ensure that the system is up to date and stable. References:

Avaya Workforce Engagement Installation Guide, page 141

Avaya Workforce Engagement Release Notes, page 42

### **NEW QUESTION: 20**

A technician needs to verify the license applied in Framework for an Avaya Contact Recorder Advanced (ACRA) To enable Trusted License, which feature must be checked under License Management?

**A.** ACRA

**B.** Back Office - Item Tracking

**C.** Enable Named Employees Unit of Measure

**D.** Avaya

**E.** AWFO

**Answer: (SHOW ANSWER)**

Explanation

According to the Avaya Workforce Engagement Support Installation Guide, to enable Trusted License for Avaya Contact Recorder Advanced (ACRA), the feature Enable Named Employees Unit of Measure must be checked under License Management in Framework. This feature allows the system to use the number of named employees as the unit of measure for licensing, instead of the number of concurrent users. The other features, such as ACRA, Back Office - Item Tracking, Avaya, and AWFO, are not related to Trusted License. References: Avaya Workforce Engagement Support Installation Guide, page 41.

### **NEW QUESTION: 21**

A rule triggers recording when the supervisor is either Supervisor1 or Supervisor2 if the call is placed on hold more than three times and if the entire call is longer than 20 minutes (1,200 seconds). This is an example of which Recording Rules criteria?

**A.** Rule

**B.** Schedule

C. Condition

D. Attribute

**Answer: C (LEAVE A REPLY)**

Explanation

According to the Avaya Contact Recorder Configuration and Administration Guide, a condition is a recording rule criteria that defines a logical expression that must be met for a call to be recorded. A condition can consist of one or more attributes that are compared with values using operators such as equals, not equals, greater than, less than, etc. A condition can also use logical operators such as AND, OR, NOT to combine multiple attributes. For example, a condition can be Supervisor = Supervisor1 OR Supervisor = Supervisor2 AND Hold Count > 3 AND Call Duration > 1200. This condition means that a call will be recorded if the supervisor is either Supervisor1 or Supervisor2 and if the call is placed on hold more than three times and if the entire call is longer than 20 minutes (1,200 seconds). References: Avaya Contact Recorder Configuration and Administration Guide

### **NEW QUESTION: 22**

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 (LEAVE A REPLY)**

Explanation

B: It is a predefined set of Server Roles that are deployed together on the same machine. This is true because the Framework platform is a logical grouping of Server Roles that are installed on a single server. A Server Role is a functional component of Avaya Workforce Engagement that provides specific capabilities, such as Recorder, Central Archive, or Quality Monitoring. The Framework platform includes the following Server Roles:

Framework Enterprise Manager, Framework Services, Framework Database, and

Framework Web Services3 C: The platform is HW independent. This is true because the Framework platform can be installed on various hardware types, such as Dell PowerEdge, HP ProLiant, or VMware virtual machines. The hardware requirements depend on the number of channels to be recorded and the number of concurrent users4 E: It can be

installed with another platform on the same hardware. This is true because the Framework platform can coexist with another platform on the same server, such as Recorder or Central Archive.

This enables flexibility and scalability for the system. However, some platforms cannot be installed together on the same server, such as Quality Monitoring and Screen Capture5

References: 3: Avaya Workforce Engagement Support - Installation Guide, page 142 4:

**NEW QUESTION: 23**

Which statement describes a part of the Avaya Workforce Engagement server validation process?

- A. All server validation information is maintained on a separate logging server
- B. The SR validator attempts to fix any issues it finds
- C. The SR validator compares the current installation and configuration to the requirement file for that server
- D. The server group and server type are automatically detected by the SR Validator

**Answer: C (LEAVE A REPLY)**

Explanation

According to the Avaya Workforce Optimization Select Installation Guide, the SR validator is a tool that checks the installation and configuration of each server in the Avaya Workforce Engagement system. The SR validator compares the current installation and configuration to the requirement file for that server, which contains the expected values for various settings and parameters. The SR validator generates a report that shows any discrepancies or errors that need to be fixed manually. References: Avaya Workforce Optimization Select Installation Guide

**NEW QUESTION: 24**

Which log covers the Central Application Database server installation in Avaya Workforce Engagement?

- A. \logs\centralContact\Summary
- B. \logs\CommonDB\Summary
- C. \logs\centralApp\Summary
- D. \logs\centralDWH\Summary

**Answer: C (LEAVE A REPLY)**

Explanation

The \logs\centralApp\Summary log covers the Central Application Database server installation in Avaya Workforce Engagement. The Central Application Database server is a server role that hosts the Central Application Database, which stores the configuration data and user information for Avaya Workforce Engagement. The \logs\centralApp\Summary log contains information about the installation process, such as the start and end time, the installation status, the installed components, and any errors or warnings that occurred during the installation. The \logs\centralApp\Summary log can be used to troubleshoot any issues or verify the installation results. References: 3: Avaya Workforce Engagement Support - Installation Guide, page 29-304

**NEW QUESTION: 25**

What is configurable in Enterprise Manager?

- A. QM functions
- B. WFM shifts
- C. Integration Services
- D. Work patterns

**Answer: (SHOW ANSWER)**

Explanation

Enterprise Manager is a web-based application that allows administrators to configure and manage the Avaya Workforce Engagement system. One of the functions that can be configured in Enterprise Manager is Quality Management (QM), which includes setting up recording rules, quality forms, evaluation plans, coaching sessions, and reports. QM functions enable supervisors to monitor, assess, and improve the performance of agents and the quality of customer interactions. References:

Avaya Workforce Engagement Installation Guide, page 171

Avaya Workforce Engagement Administration Guide, page 232

**NEW QUESTION: 26**

The Screen Capture module is installed on an employee desktop.

To communicate with the recorder to track employee logging/logoff, which manages the Screen Capture program?

- A. Screen capture
- B. Capture service
- C. Desktop resource
- D. EIM

**Answer: B (LEAVE A REPLY)**

Explanation

The Capture service is a component that is installed on an employee desktop along with the Screen Capture module. The Capture service communicates with the recorder to track employee logging/logoff, as well as to start and stop the Screen Capture module according to the recording rules. The Capture service also sends the screen capture files to the recorder for archiving<sup>1</sup> References: 1: Avaya Workforce Engagement Support - Installation Guide, page 312

**NEW QUESTION: 27**

You are analysing the IP Capture log for troubleshooting an integration recording issue.

Which statement is true about the information Included in this log?

- A. It recorded management information.
- B. It showed CTI statistics.
- C. It showed CTI metadata association.
- D. It received CTI events.

**Answer: (SHOW ANSWER)**

Explanation

The IP Capture log is a log file that records the RTP packets and the associated CTI metadata for each call that is recorded by the Avaya Workforce Engagement (AWE) solution. The IP Capture log helps to troubleshoot issues related to integration recording, such as missing or incomplete recordings, audio quality issues, or incorrect metadata. The IP Capture log shows the following information for each call:

The call ID, which is a unique identifier for the call

The start time and end time of the call

The source and destination IP addresses and ports of the RTP packets

The codec and payload type of the RTP packets

The CTI metadata, such as agent ID, skill ID, ANI, DNIS, etc., that are associated with the call  
The status of the recording, such as started, stopped, paused, resumed, etc.

The IP Capture log does not record management information, such as configuration settings, license information, or system events. It also does not show CTI statistics, such as the number of events received or processed, or the performance metrics of the CTI server. It only shows the CTI events that are relevant to the recording of each call.

References: 1: Avaya Workforce Engagement Support - Troubleshooting Guide - Chapter 4: Troubleshooting Integration Recording Issues - Section 4.2: Using IP Capture Log for Troubleshooting Integration Recording Issues 22:

[https://documentation.avaya.com/en-](https://documentation.avaya.com/en-US/bundle/troubleshootingAvayaWorkforceEngagement_r381/page/Troubl)

[US/bundle/troubleshootingAvayaWorkforceEngagement\\_r381/page/Troubl](https://documentation.avaya.com/en-US/bundle/troubleshootingAvayaWorkforceEngagement_r381/page/Troubl)

**NEW QUESTION: 28**

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 (LEAVE A REPLY)**

Explanation

In a scenario with Avaya Contact Recorder Advanced (ACRA) using station-side recording (TDM), this statement is true because of how ACRA handles call segments and conferences. A call segment is a part of a call that has a single source and destination. A conference is a call that has more than two parties involved.

ACRA records each call segment separately and assigns them a unique ID. ACRA also records conferences as separate call segments with their own IDs. ACRA does not record internal calls between extensions unless they are explicitly configured to do so. Therefore, when there is an outgoing call that is put on hold for a consult with a supervisor, and then conferences with a supervisor, ACRA will record three call segments: one for the outgoing call with the customer, one for the internal consult with the supervisor, and one for the conference with both parties. However, ACRA will not archive the internal consult segment because it is an internal call that is not configured to be recorded. ACRA will only archive the outgoing call segment and the conference segment, which can be searched and replayed using the Avaya Contact Recorder interface or other applications<sup>5</sup> References: 5: Avaya Workforce Engagement Support - Contact Recording Technical Reference Guide, page 16-186

### **NEW QUESTION: 29**

Which account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement?

- A. Maintenance account
- B. MSA
- C. DMSA
- D. Local account

**Answer: B (LEAVE A REPLY)**

Explanation

The MSA account is a member of the SysAdmin role in SQL, and can perform all required activities related to database installation and first-time configuration in Avaya Workforce Engagement. The MSA account is a service account that is used to run the Avaya Workforce Engagement services and access the Archive Database. The MSA account must be created before installing the Avaya Workforce Engagement software and must have the appropriate permissions and privileges. The MSA account must also be added to the local Administrators group on each server where Avaya Workforce Engagement components are installed<sup>1</sup> References: 1: Avaya Workforce Engagement Support - Installation Guide, page 18-192

### **NEW QUESTION: 30**

In Archive, what is the function of a campaign?

- A. It defines how to perform a specific archive task against a specific media.
- B. It defines when and how fast archive activity may occur on a recorder.
- C. It defines filter rules to determine which recordings to archive.
- D. It defines the physical repository for archived content.

**Answer: (SHOW ANSWER)**

Explanation

According to the Avaya Workforce Engagement Support Administration Guide, a campaign is a set of filter rules that define which recordings to archive. A campaign can include filters based on date range, recording type, agent ID, DNIS, ANI, and other criteria. A campaign can also specify whether to archive audio only, screen only, or both. A campaign can be associated with one or more archive profiles, which define the destination and format of the archived content. References: Avaya Workforce Engagement Support Administration Guide, page 105.

### **NEW QUESTION: 31**

In any Avaya Workforce Engagement installation, some procedures are the Customer's responsibility.

Which three procedures are the customer's responsibility (Choose three)

- A. Firewall configuration
- B. SR tool software installation
- C. SSL certificates preparation
- D. Prepare SSRS for reports ingestion.
- E. Antivirus installation

**Answer: A,C,E (LEAVE A REPLY)**

Explanation

According to the Avaya Workforce Engagement Installation Guide, some procedures are the customer's responsibility before installing or upgrading the software. These procedures include:

**Firewall configuration:** The customer must ensure that the firewall rules allow communication between the servers and clients in the domain, as well as external services such as email, NTP, and DNS. The customer must also open specific ports for different components of the Avaya Workforce Engagement solution, such as recording, playback, database, and web services. The installation guide provides a list of ports that need to be opened for each component.

**SSL certificates preparation:** The customer must prepare and install SSL certificates for securing the communication between the servers and clients in the domain. The customer can use self-signed certificates or certificates issued by a trusted certificate authority (CA). The installation guide provides instructions on how to generate and install SSL certificates for different components of the Avaya Workforce Engagement solution, such as recording server, application server, web server, and database server.

**Antivirus installation:** The customer must install and configure an antivirus software on each server in the domain to protect the system from malware and viruses. The customer must also exclude certain folders and processes from antivirus scanning to avoid performance issues or conflicts with the Avaya Workforce Engagement software. The installation guide provides a list of folders and processes that need to be excluded from antivirus scanning for each component of the Avaya Workforce Engagement solution.

The other two procedures, SR tool software installation and SSRS preparation for reports ingestion, are not the customer's responsibility, but rather part of the installation or upgrade process performed by the technician or administrator. References: : Avaya Workforce Engagement Installation Guide, pages 17-28, sections "Prerequisites" and "Preparing for installation or upgrade"

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#### **NEW QUESTION: 32**

You are assigning Archive server roles in the Framework Enterprise Manager Which server role provides all Access to the Archive Database?

- A. Interaction Applications
- B. Content Server
- C. Archive database
- D. Central Archive

**Answer: C (LEAVE A REPLY)**

Explanation

The Archive Database server role provides all access to the Archive Database. The Archive Database is a SQL Server database that stores the metadata of the recordings, such as call details, agent information, quality scores, and encryption keys. The Archive Database server role must be assigned to a server that has SQL Server installed and configured. The Archive Database server role can be assigned to a standalone server or to a server that also has other roles, such as Central Archive or Quality Monitoring3

References: 3: Avaya Workforce Engagement Support - Archive Configuration Guide, page 8-94

#### **NEW QUESTION: 33**

A technician is configuring the recorder Integration Service in Recorder Manager to allow the recorder to communicate with the switch Which statement is true about CTI adapter?

- A. There is just one CTI adapter per data source
- B. There is just one CTI adapter per system
- C. CTI adapter is not necessary for Integration Service
- D. CTI adapter is required to receive call signalling and meta data from the

**Answer: D (LEAVE A REPLY)**

## Explanation

According to the Avaya Workforce Engagement Support Installation Guide, the recorder Integration Service is a component that enables the recorder to communicate with the switch and receive call signaling and metadata.

The recorder Integration Service requires a CTI adapter, which is a software module that connects to the switch and provides the necessary information to the recorder. There can be multiple CTI adapters per system, depending on the number of data sources and switches. A CTI adapter is necessary for Integration Service, as it is responsible for providing the call data to the recorder. References: Avaya Workforce Engagement Support Installation Guide, page 18.

## NEW QUESTION: 34

In an Avaya Contact Recorder Advanced (ACRA) solution, what are the three VoIP delivery recording types?

(Choose three)

- A. Station-Side (Interception)
- B. DMCC
- C. DMS
- D. SIPREC
- E. VoIP Gateway Recording

**Answer: B,D,E (LEAVE A REPLY)**

## Explanation

Avaya Contact Recorder Advanced (ACRA) supports three types of VoIP delivery recording: DMCC, SIPREC, and VoIP Gateway Recording. DMCC stands for Device Media and Call Control, which is a method of recording VoIP calls by using the Avaya Aura Communication Manager API to establish a third-party call between the recorder and the agent or trunk. SIPREC stands for SIP Recording, which is a method of recording VoIP calls by using the SIP protocol to stream media from a Session Border Controller (SBC) or a Media Server to the recorder. VoIP Gateway Recording is a method of recording VoIP calls by using a network device such as a switch or a router to mirror the VoIP traffic to the recorder. References:

Avaya Workforce Engagement Contact Recording Installation Guide, page 131 Avaya Workforce Engagement Contact Recording User Guide, page 112

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