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Genesys Certified Professional 8 System Consultant, Genesys Workforce Management (GCP8 - CWFM)

Genesys GE0-806

Version Demo

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QUESTION NO: 1

For which of following activity types can you configure statistics to collect historical data?

Choose 2 answers

A. Immediate Work

B. Deferred Work

C. Fixed Staff Work

D. Temp Staff Work

ANSWER: B D

QUESTION NO: 2

When using Schedule Bidding where several Agents may prefer the same schedule, what are the possible Agent criteria which may be configured to prioritize amongst the Agents?

Choose 2 answers

A. Skill

B. Rank

C. Access Rights

D. Seniority

E. Team Preference

ANSWER: C E

QUESTION NO: 3

Which are valid scenario elements you can use when creating a schedule scenario?

Choose 4 answers

A. Real Agents

B. Profile Agents

C. To Sites/Activities

D. Scenario period

E. Shifts

F. Contracts

ANSWER: A B D F

QUESTION NO: 4

In which Genesys application is WFM scheduling performed?

A. Genesys Administrator

B. WFM Configuration Utility

C. WFM Supervisor web

D. IRD

ANSWER: B

QUESTION NO: 5

Refer to the image shown: what would you expect to see as the Minimum working Days per week with the configuration displayed?



A. 5 days

B. 7 days

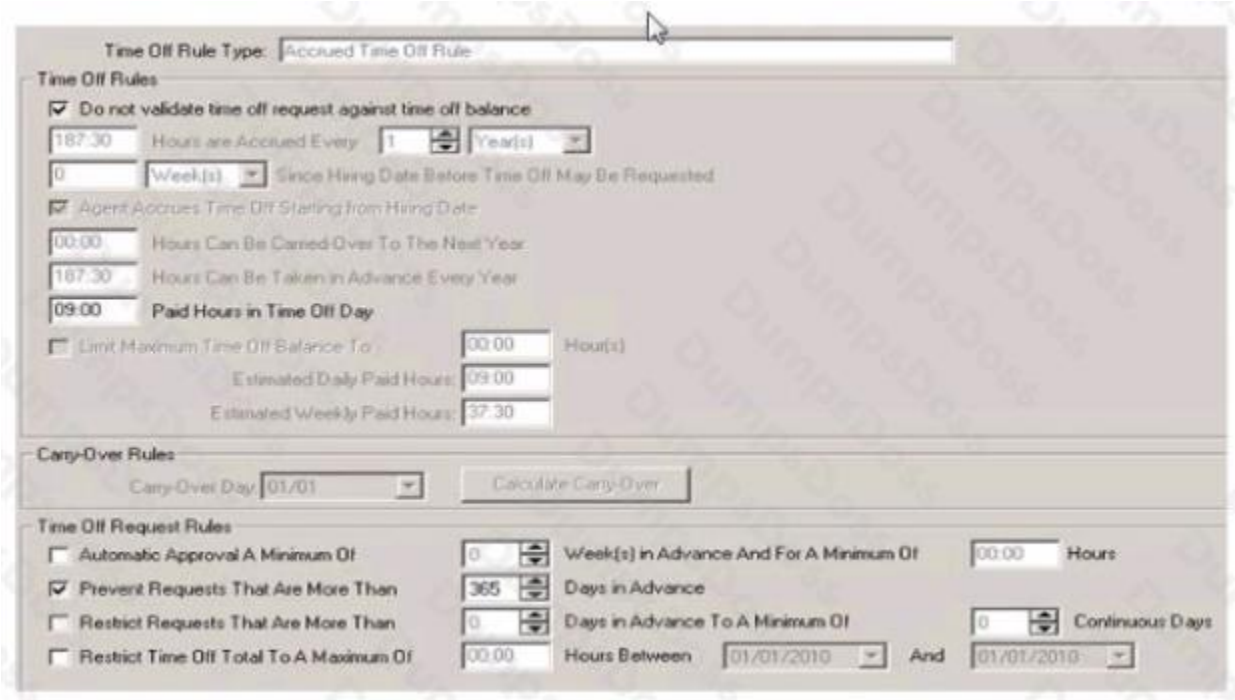
C. 2 days

D. 4 days

ANSWER: B

QUESTION NO: 6

Refer to the image shown: if an agent, hired 9 days ago, would like to submit a vacation request for 10 days starting from tomorrow. The Agent's only time-off rule configuration is shown in the image, will the agent be able to successfully submit the time-off request in WFM?



A. Yes

B. No, time-off balance is insufficient

C. No, the agent has not worked long enough yet

D. It depends on the number of paid hours in the agent s shifts

ANSWER: B

QUESTION NO: 7

Breaks and_____ are created together?

A. Activities

B. Contracts

C. Shifts

D. Site/Team

ANSWER: C

QUESTION NO: 8

Which are possible methods of WFM Server load balancing?

Choose 2 answers

A. Processor balancing

B. Memory balancing

C. Host balancing

D. Third-party load-balancer

ANSWER: B D

QUESTION NO: 9

Which two actions can you perform using the WFM Configuration Utility?

Choose 2 answers

A. Modify schedule

B. Create a Report

C. Create a shift

D. Change access rights to scheduling module

ANSWER: A C

QUESTION NO: 10

How do you guarantee the same day-off for a team while their start times on a work day may vary?

A. Use Rotating Patterns

B. Use Shift Exceptions

C. Set "Maximum Start time difference for Members of the same team" parameter

D. Select "Use Team Constraints" while building the schedule

ANSWER: A