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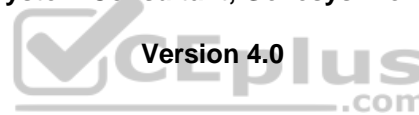
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GE0-806

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



## Exam A

### QUESTION 1

Which of the following automatically synchronizes configuration data, collects historical data, and provides real-time agent-adherence information to users of WFM web for Supervisors?

- A. WFM Server
- B. WFM Data Aggregator
- C. WFM Builder
- D. WFM Synchroserver

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 2** Which of the following is responsible for building WFM schedules?

- A. WFM Server
- B. WFM Data Aggregator
- C. WFM Builder
- D. WFM Scheduler

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



### QUESTION 3

Which are primary elements of workforce management provided by Genesys WFM?

- A. Service Factor
- B. Forecasting
- C. Scheduling
- D. Adherence
- E. Mobile Tracking

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.5.0/Admin/Forecasting>

**QUESTION 4** Which of the following Genesys documentation will answer questions regarding sizing the WFM Database?

- A. Genesys 8.0 Supported Operating Systems and Database Reference Manual
- B. WFM 8.x Administrator's Guide
- C. Genesys 8.x Database sizing Estimator
- D. WFM Installation Manual

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://www.genesys.com/resources/training/certification/Exam\\_Study\\_Guide\\_GCP8\\_CWFM.pdf](http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_CWFM.pdf)

**QUESTION 5** Which of the WFM Applications below connects to the Stat Server in order to receive Real-Time Adherence information from Genesys?

- A. WFM Builder
- B. WFM Configuration Utility
- C. WFM Web
- D. WFM Data Aggregator

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <http://www.genesys.com/resources/pdfs/certification-details-gcp7-cwfm.pdf>

**QUESTION 6** Which two actions can you perform using the WFM Configuration Utility?  
(Choose two.)

- A. Modify schedule
- B. Create a Report
- C. Create a shift
- D. Change access rights to scheduling module

**Correct Answer: AC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 7** Which are possible methods of WFM Server load balancing?  
(Choose two.)

- A. Processor balancing
- B. Memory balancing
- C. Host balancing
- D. Third-party load-balancer

**Correct Answer: BD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 8** Which WFM Server can be set up to act as a Locator?

- A. WFM Server
- B. Only the Primary WFM server
- C. Only the Master WFM server
- D. Only the Back up WFM Server



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9** What is the maximum size of the database you have backup using the WFM DB Utility?

- A. 1GB
- B. 2GB
- C. 1TB
- D. 1PB

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.1.2/Admin/MgmtDBU>

**QUESTION 10**

Which of the following can be configured to send (through a customer-supplied SMTP server) E-mail notifications to agents and supervisors?

- A. WFM SMTPServer
- B. WFM MailServer
- C. WFM Builder
- D. WFM Daemon

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/latest/Admin/Components>

**QUESTION 11** Which of the following Web servers are supported for WFM database? (Choose two.)

- A. MS Internet Information Server
- B. IBM web sphere
- C. JBOSS AS
- D. Apache Tomcat

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://docs.genesys.com/MoreDocs/Template:SOE\\_Workforce\\_Management](http://docs.genesys.com/MoreDocs/Template:SOE_Workforce_Management)

**QUESTION 12**

What are the possible actions one can take in order to avoid an Agent available in WFM Configuration Utility to be scheduled at all during the next schedule period? (Choose three.)

- A. Change the skill levels in WFM Configuration Utility
- B. Disable Skills in WFM Configuration Utility
- C. Remove the Login ID in Genesys Administrator



- D. Adjust the Hiring/Termination date in WFM configuration utility
- E. Grant the agent an exception in the Calendar

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 13

When a call arrives on a Routing Point and needs to be delivered to an Agent with a specific skill, which Genesys Solution actually decides who will receive the call?

- A. Workforce Management
- B. Outbound Contact
- C. Universal Routing
- D. Solution Reporting

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/Composer/8.1.3/Help/RoutingFAQs>

**QUESTION 14** How are agents linked to activities?

- A. As a member of a special Agent Group defined on an Activity
- B. By defining a skill and level on an Activity
- C. Manually in WFM configuration utility
- D. Manually in Genesys Administrator



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15** Agent's Skills are added, modified or removed in which Genesys application?

- A. CC Pulse
- B. WFM web
- C. SCI
- D. Genesys Administrator

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Special:Repository/gd76rn.html?id=8a0e52d0-b8ad-4a97-91fe-4ecad5c3418c>

#### QUESTION 16

Secure Socket Layer (SSL) may be used to encrypt the WFM Web connection to which of the following? (Choose two.)

- A. WFM web for Supervisors

- B. WFM Web for Agents
- C. WFM Configuration utility
- D. WFM Database

**Correct Answer:** BD

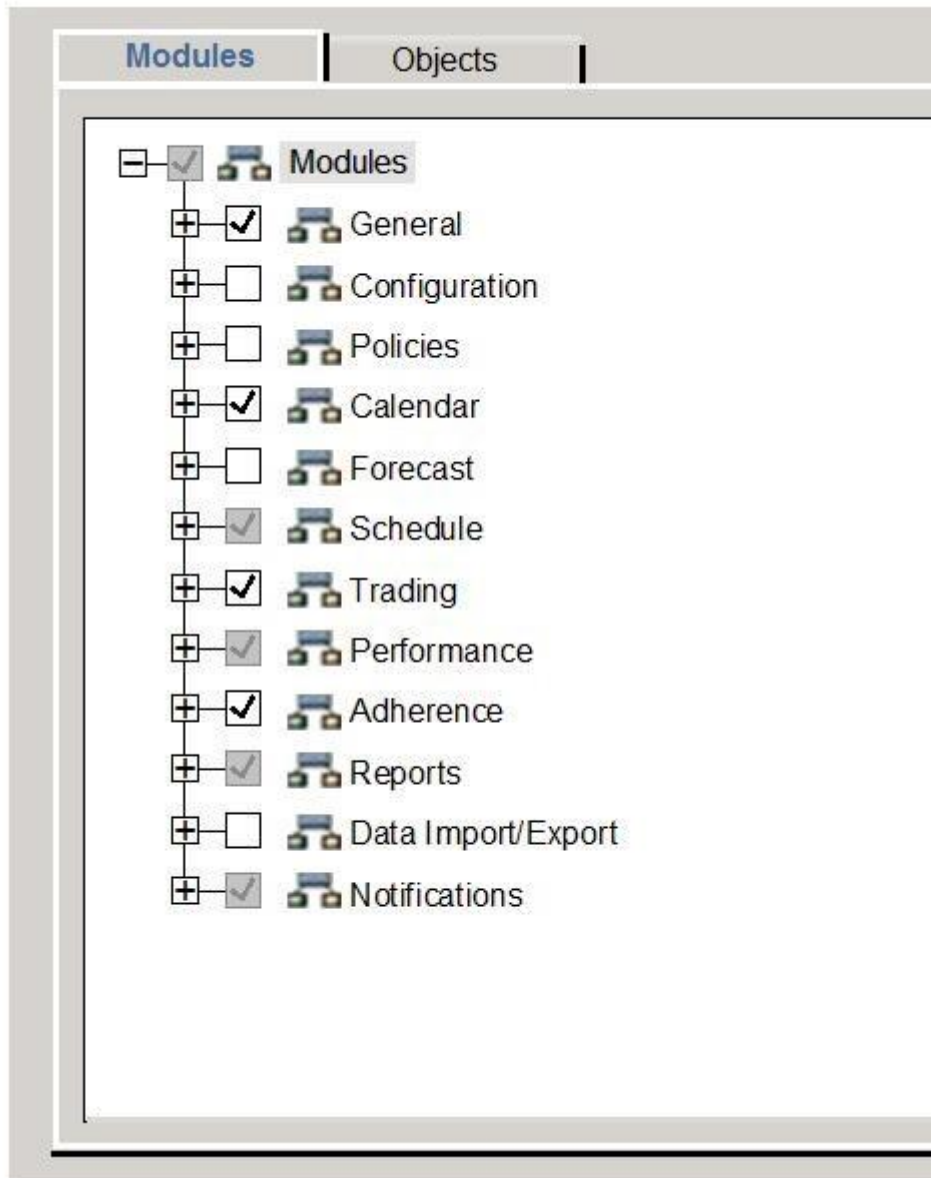
**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

Refer to the figure shown: A Supervisor has access rights assigned as shown in the image, at the same levels across all sites.



Can she adjust security assignments for other Supervisors?

- A. Yes
- B. No
- C. Only for the same site
- D. Cannot tell from image, ability depends on her security role

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 18** In order to successfully create and process a schedule which of the following applications are required to run?

(Choose two.)

- A. WFM Configuration Utility
- B. WFM for Supervisors
- C. WFM Daemon
- D. WFM Builder
- E. Universal Routing Server

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 19** Which of the following access rights can be configured in WFM Configuration utility?

(Choose four.)

- A. Access to Agent Groups
- B. Access to Teams
- C. Agent access to WFM Web for Agents
- D. Access to WFM reports
- E. Access to Master Schedule
- F. Publish Forecast



**Correct Answer:** ACDF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 20** Which of the following Time Profiles is valid for statistics used in WFM?

- A. WFMPProfile, Selection=0:00+0:10
- B. WFMPProfile, Growing=0:00+0:30
- C. WFMPProfile, Sliding=0:00+0:15
- D. WFMPProfile, Growing=0:00+0:15
- E. WFMPProfile, sliding=0:00+0:05

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.5.0/Admin/Statistics>

**QUESTION 21** Which statement is correct?

- A. A site in WFM always corresponds to a Switch in Genesys Administrator.
- B. A site is always a part of Business Unit.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 22** For which of following activity types can you configure statistics to collect historical data?  
(Choose two.)

- A. Immediate Work
- B. Deferred Work
- C. Fixed Staff Work
- D. Temp Staff Work

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

It is desired that multi-skilled Agents, when scheduled for an Outbound Activity, do not answer inbound calls and Emails. They will only work outbound calls, what is this feature called?

- A. Activity Set
- B. Task Sequence
- C. Exception Task Sequence
- D. Marked Time



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 24** Where in WFM Configuration Utility do you define business hours for a contact center?

- A. Organization
- B. Activity Policies
- C. Contract Site Rules
- D. Contract Availability
- E. Rotating Patterns

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.1.2/Admin/AboutPol>

**QUESTION 25** What is the maximum number of contracts which can be created and used in WFM?



- A. 30
- B. 100
- C. 500
- D. No Limit

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.genesys.com/resources/training/certification/Exam\\_Study\\_Guide\\_GCP8\\_CWFM.pdf](http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_CWFM.pdf)

**QUESTION 26** What is the maximum number of Exceptions which can be created per site?

- A. 10
- B. 30
- C. 100
- D. 1000
- E. No Limit

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.genesys.com/resources/training/certification/Exam\\_Study\\_Guide\\_GCP8\\_CWFM.pdf](http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_CWFM.pdf)

**QUESTION 27** Which of the following interfaces can be localized without any programming knowledge? (Choose two.)

- A. WFM Database Utility
- B. WFM Configuration Utility
- C. WFM Web for Agents
- D. WFM Web for Supervisors

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28** Where can Overlays be configured?

- A. Genesys Administrator
- B. WFM Configuration Utility
- C. WFM Web for Supervisors
- D. WFM Web for Agents

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.5.0/Admin/InstWebInfo>

**QUESTION 29** Alerts in the Performance module are notifications that occur when pre-configured thresholds are reached. How is the notification performed?

- A. Through Email
- B. Through a Configurable Event
- C. By displaying the word "ALERT" with no audible signal
- D. By displaying the word "ALERT" with audible signal
- E. Through audible signal only

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30** Using which application can you backup the WFM Database?

- A. Genesys Administrator
- B. WFM Database Utility
- C. WFM Backup Utility
- D. WFM Configuration Utility
- E. WFM Web

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/latest/Admin/PrepWFM>



**QUESTION 31**

If S9t to 'True', which Calendar Service option resolves the Start/End times when a user adds a Full-Day Time Off with Start/End times not specified?

- A. DetermineFull Day TimeoffStartEndPaidHours
- B. MaxAuditReports
- C. HideMessagesforNotWorkingAgents
- D. Need another incorrect option

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 32** What is the relations between Agents and contracts?

- A. Agents only need a Contract if they are Multi-Skilled
- B. Only one Contract can be assigned to an Agent at a time
- C. Contracts determine the types of calls that can be routed to an Agent
- D. Agents are automatically assigned a Termination Date if they do not have a Contract

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 33** What is the default start step when adding a new Shift?

- A. 5 minutes
- B. 15 minutes
- C. 30 minutes
- D. 1 hour

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 34** Which of the following is true for "Marked Tim"?

- A. The only difference between an "Exception" and "Marked Time" is that an Exception may be asked by an Agent while Marked Time may not
- B. When an "Marked Time" is scheduled Agent is taken away from his/her Work for the duration of Marked Time and then returned back
- C. Marked Time does not interrupt Agent work. It is only used to report specific situations like Coaching, Supervisor assist etc. while workingD. "Marked Time" Is used to differentiate between paid and not paid time during Agent shift

**Correct Answer: B**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 35** What is the maximum possible number of assigned Rotating Patterns to an Agent?

- A. 0
- B. 1
- C. 2
- D. 100

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [http://docs.genesys.com/Special:Repository/81workforce\\_read\\_me.pdf?id=0be23033-e568-4e95-9bea-63a256097206](http://docs.genesys.com/Special:Repository/81workforce_read_me.pdf?id=0be23033-e568-4e95-9bea-63a256097206)

**QUESTION 36**

An Agent using WFM Web for Agents can propose a trade to which of the following? (Choose three.)

- A. To a specific Agent
- B. To a community where community are all Agents in the same Team
- C. To a community where community are all Agents in an entire Organization
- D. To a community where community are all Agents on the same site
- E. To a community where community are all Agents in a Configured Agent Group

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 37** A Rotating Pattern can be assigned to which of the following?

(Choose two.)

- A. An Agent
- B. A Team
- C. An Activity
- D. A Site
- E. A Business Unit

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 38** When using Schedule Bidding where several Agents may prefer the same schedule, what are the possible Agent criteria which may be configured to prioritize among the Agents?

(Choose two.)

- A. Skill
- B. Rank
- C. Access Rights
- D. Seniority
- E. Team Preference



**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 39**

Where would you configure Time-Off Types in WFM 8.1?

- A. WFM Configuration Utility
- B. WFM Web for Supervisors
- C. WFM Web for Agents
- D. WFM Daemon

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.1.2/Admin/TimeOff>

**QUESTION 40** What does synchronization of daily schedules mean?

- A. All Agents in a team start a shift within specified threshold
- B. All Agents in a team receive lunch at the same time

C. All shifts in a schedule scenario are automatically synchronized with shifts in Master schedule  
D. Every Agent starts a shift within a specified threshold for a specific period

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41** Which of the following Agent tasks can be configured as an activity?

(Choose three.)

- A. Answering Inbound calls Monday to Friday in a Working Hours
- B. Paperwork done the last hour of each shift
- C. Training on request
- D. Opening doors everyday for 2 hours in the morning
- E. No call no show

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 42** How does the Meeting Scheduler in WFM utilize the “Minimum % of required attendees” field?

- A. The Meeting Scheduler will only schedule a meeting if it is able to find a suitable time for all agents
- B. The Meeting Scheduler will attempt to find an appropriate time to schedule the meeting for the minimum % of agents specified, if not it will not schedule the meeting
- C. The Meeting Scheduler will attempt to find an appropriate time, within the constraints Specified, for all attendees as long as they are not already scheduled for other activities, failing that it will schedule for the minimum % of attendees
- D. The Meeting Scheduler will attempt to find an appropriate time within the specified constraints for all attendees, failing that It will reduce the number of agents in the meeting until It reaches the minimum % at which point it will not schedule the meeting

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 43** In which Genesys application is WFM scheduling performed?

- A. Genesys Administrator
- B. WFM Configuration Utility
- C. WFM Supervisor web
- D. IRD

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 44** At what point can an Agent see his own schedule through WFM web Agent?

- A. Once the schedule is published
- B. Once the configuration, policy and Calendar are configured
- C. Once the forecast is published and the Agent runs the Scheduler
- D. Once the Supervisor runs the scheduler

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [http://www.genesys.com/resources/training/certification/Exam\\_Study\\_Guide\\_GCP8\\_CWFM.pdf](http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_CWFM.pdf)

**QUESTION 45** Which of the following contains all the four exceptions rules regarding trade conditions?

- A. Remove, Do not trade, Keep with Agent, Keep with Schedule
- B. Delete, Do not trade, Keep with Agent, Keep with Schedule
- C. Delete, Do not trade, Keep with Agent, Keep with Activity
- D. Remove, Do not trade, Keep with Agent, Keep with Team

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 46**

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

Working Hours			
	Daily	Weekly	Monthly
Standard Paid Hours:	08:00	40:00	00:00
Minimum Paid Hours:	04:00	20:00	00:00
Maximum Paid Hours:	08:00	40:00	00:00

- A. 5 days
- B. 7 days
- C. 2 days
- D. 4 days

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 47** Is there a limit on the number of Activities configurable in Genesys WFM for a site?

- A. Yes, up to 10 Activities
- B. Yes, up to 100 Activities
- C. Yes, up to 500 Activities
- D. No, there is no limit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 48**

Complete the sentence:

Task Sequence is configured on \_\_\_\_\_.

- A. An Activity
- B. A Contract
- C. A Shift
- D. A Rotating Pattern

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.1.3/Admin/TaskSeqs>

**QUESTION 49** When does WFM web place a trade "in review"?

- A. The agent schedules have different trade rules
- B. The agent schedules have the same trade rules
- C. Either agent is trading days off for working days
- D. Either agent has a scheduled exception with the delete rule enabled



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/latest/Admin/EmailNotif>

**QUESTION 50** Which statements are correct?

(Choose two.)

- A. An Agent can put a vacation request on a Waiting list.
- B. There can be many Time off Rules defined, but an Agent can have only one Time Off Rule assigned at a time.
- C. An Agent can trade a "Shift" for a "Day Off".
- D. An Agent can trade a "Shift" for a "Vacation".

**Correct Answer:** BD

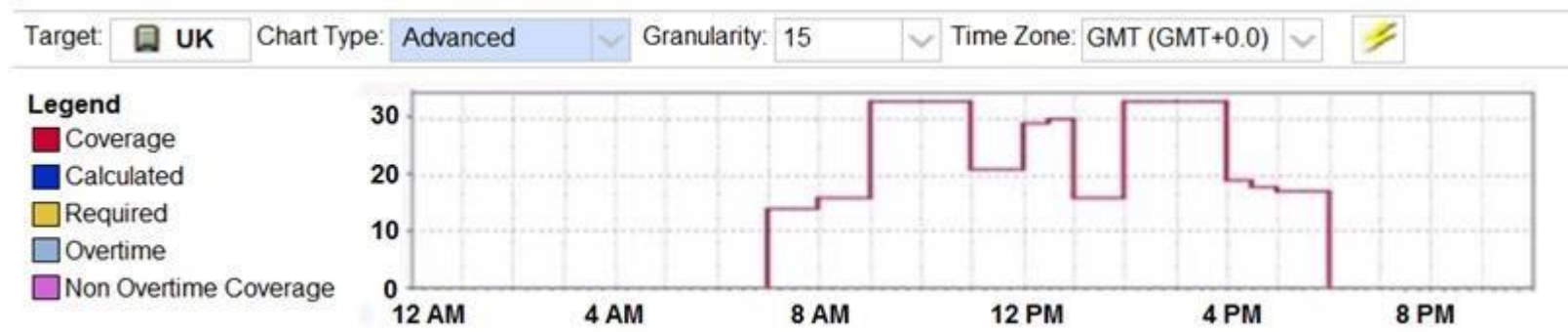
**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 51**

Refer to the image shown: When opening the WFM Schedule Intra-Day view it looks like the image, what conclusion can you draw from this?



- A. There is a problem with coverage before 7AM and 6PM
- B. There is a 'dip' in coverage at 2PM - 3PM
- C. Coverage is sufficient
- D. There is no Master Forecast for that day

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 52** Is it possible to configure breaks as mandatory elements of a shift?

- A. Yes, for any break
- B. Yes, for paid breaks only
- C. No
- D. This depends on other configuration constraints



**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 53** Breaks and \_\_\_\_\_ are created together?

- A. Activities
- B. Contracts
- C. Shifts
- D. Site/Team

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 54**

An Agent requests a Specific shift using WFM web for Agents. Immediately after the request is sent the actual status reads "Not scheduled". What does this mean?

- A. The request is granted, but the Agent has to wait until a schedule will be created
- B. The request is granted, but the Agent has to wait until a schedule will be published



C. The request is declined because a schedule is not published for the requested day(s)  
D. The request is declined because a schedule is already published

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55** What task can using WFM Web for Supervisors allow you to do?

- A. Assign Agents into the teams
- B. Approve vacation
- C. Create a Vacation rule
- D. Assign an Agent into Agent Group

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.5.0/Admin/Scheduling>

**QUESTION 56** Which statements are correct?

(Choose two.)

- A. It is possible to use a Meeting scheduler after a schedule has been published.
- B. It is possible to create a schedule without a published forecast.
- C. Once a schedule is published there it is no longer possible to change it.
- D. It is possible to remove single schedule Items from a schedule like Breaks, Trainings, etc., but it is not possible to remove multiple items at a time e.g. Meeting from all team members.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

Assuming you need to schedule meetings for all staff in your contact center within one day. In order to minimize impact on coverage, meetings can be run in maximum three sessions. Is it possible to configure such a meeting in WFM to be scheduled automatically?

- A. Yes, using Multiple Groups functionality
- B. Yes, using regular meeting functionality
- C. No, it cannot be done without manual intervention of the supervisor
- D. No, it cannot be done at all

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 58** 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 59**

You are configuring an Event, in building a forecast for a particular period, which of the following should you select to ignore volume and AHT?

- A. Attribute Property
- B. Disregard Historical Data
- C. Overlap Template
- D. Activity

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 60**

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?



Time Off Rule Type:

**Time Off Rules**

☒ Do not validate time off request against time off balance

Hours are Accrued Every    Year(s)

Week(s)  Since Hiring Date Before Time Off May Be Requested

☒ Agent Accrues Time Off Starting from Hiring Date

Hours Can Be Carried Over To The Next Year

Hours Can Be Taken in Advance Every Year

Paid Hours in Time Off Day

☐ Limit Maximum Time Off Balance To  Hour(s)

Estimated Daily Paid Hours:

Estimated Weekly Paid Hours:

**Carry-Over Rules**

Carry-Over Day:

**Time Off Request Rules**

☐ Automatic Approval A Minimum Of    Week(s) in Advance And For A Minimum Of  Hours

☒ Prevent Requests That Are More Than    Days in Advance

☐ Restrict Request That Are More Than    Days in Advance To A Minimum Of    Continuous Days

☐ Restrict Time Off Total To A Maximum Of  Hours Between   And

- 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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 61** What is the duration for an interaction volume Template?

- A. 1 day
- B. 1 week
- C. 1 month
- D. 1 year

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 62** Which of the following forecasts are staffing forecasts?  
(Choose two.)

- A. Average Handling Time Forecast
- B. Calculated Forecast
- C. Required Forecast
- D. Manually Interaction Volume Forecast
- E. Service Level Forecast

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 63** Which are valid scenario elements you can use when creating a schedule scenario?  
(Choose four.)

- A. Real Agents
- B. Profile Agents
- C. To Sites/Activities
- D. Scenario period
- E. Shifts
- F. Contracts

**Correct Answer:** ABDF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 64**

What can an Agent using WFM Web for Agents see?

- A. Forecast Scenario
- B. Master Forecast
- C. Schedule Scenario
- D. Master Schedule
- E. Performance/Adherence

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/PSAAS/8.5.0/Administrator/Scheduling>

**QUESTION 65** If a Scenario name is duplicated by you or some other user, what will Workforce Manager do next?

- A. Automatically append a number in sequence
- B. Close the WFM Web Supervisor



- C. Generate an Error Message
- D. Allow multiple Scenarios with the same name

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Special:Repository/wm-web80rn.html?id=ddba00fa-52e6-4811-b006-96b1a7224ec5>

**QUESTION 66** For the "Expert Average Engine" Forecasting Algorithm. What is the recommended minimum amount of data needed?

- A. 1 day
- B. 1 week
- C. 1 month
- D. 1 year

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 67** Publishing a scenario which partially overlaps with another previously published scenario in the Master schedule will cause which of the following?

- A. An Error. Publishing is interrupted. New Scenario is not published
- B. A warning. Publishing Is Interrupted for overlapping period everything else is published
- C. A Warning. Publishing Is Interrupted. User can decide whether to continue and overwrite or stop.
- D. No Error or Warning. All overlapping elements are ignored. Everything else is published
- E. No Error or Warning. The new scenario Is published and overwrites any previous schedule



**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 68** What does "in Review" signify when performing Agent trading?

- A. The proposal is being reviewed by the proposing Agent before it is sent to the second Agent.
- B. The proposal has been sent by the proposing Agent. The second Agent is reviewing prior to responding.
- C. Both Agents have confirmed the trade proposal, but the trade is waiting for approval from the Supervisor.
- D. This is during a community proposal when an Agent issues a proposal and is waiting for any other Agent to respond.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 69**

Which of the following statements is true?

- A. An Agent must have only one contract, but can be scheduled for multiple shifts.
- B. An Agent does not need to have a contract, but must work for at least one shift.
- C. An Agent can have multiple contracts, but must be scheduled only for one shift.
- D. An Agent can have any number of contracts and can be scheduled for any number of shifts.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 70** What functions can you perform for a business unit?  
(Choose three.)

- A. Recreate Multisite Activity
- B. Create Overlays
- C. Split Interaction Volume Forecast
- D. Split workforce Forecast
- E. Split Contracts and/or Shifts

**Correct Answer:** BCE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 71** Which set of factors would provide the basis for an optimal staffing calculation?

- A. Actual ASA, coverage and maximum occupancy
- B. Actual interaction volume, actual AHT and indirectly occupied time
- C. Actual interaction volume, actual AHT, and the service objectives
- D. Predicted interaction volume potential AHT and minimum occupancy

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 72** In the WFM Web Supervisor, what must be used to accommodate building schedules for longer than 6 weeks?

- A. Set the end date to the date you desire that is 6 weeks or higher from the start date
- B. Set the extended end date to a date you desire that is 6 weeks or higher from the start date
- C. In One WFM Server application object, set the option "Schedule Duration" to a value greater than 6
- D. One cannot build schedules greater than 6 weeks in length

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 73** Which of the following WFM reports is designed to show the total amount of time an agent, team or site has spent in various states?

- A. Schedule States Report
- B. Activity weekly Schedule Report
- C. Schedule Summary Report
- D. Schedule State Totals Report

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 74** Which modules of WFM supervisor are used to set Alerts?

- A. Schedule Intraday
- B. Performance
- C. Configuration

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.1.2/Admin/AboutCfg>

**QUESTION 75** Which option specifies the amount of time, in seconds, between updates to the real-time agent adherence data displayed in WFM Web?

- A. Adherence section > Refresh Interval
- B. Adherence section > RefreshRate
- C. Adherence section > Refresh Time



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 76** Which of the following are examples of Schedule States that can be used when setting up Schedule State Groups?

- A. Adherent, Non-Adherent
- B. Call inbound, NotReadyforNextCall, CallOutbound
- C. DN Groups. Agent Groups. Race Groups
- D. Exceptions, Meals, Time OffTypes, Activities

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 77** In the Schedule state Groups module of WFM Config utility what does "Threshold" Indicate?

- A. How many minutes early or late an agent can transfer to a scheduled state without being considered nonadherent

B. How many seconds early or late an agent can transfer to a scheduled state without being considered nonadherent  
C. How many minutes early or late an agent can transfer to a scheduled state without being considered adherent

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 78**

An agent is scheduled to start a shift at 12:00 PM and the Start Before threshold is set to 5. If the agent starts the shift at 11:54 AM. They will be considered \_\_\_\_\_.

- A. Adherent
- B. Non-adherent
- C. Severely non-adherent
- D. Exception

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 79**

In the customer's environment, an agent is showing severely non-adherent. Which setting will help the customer to control the agent state from non-adherence to severely non-adherent?

- A. Alarm notification
- B. Alarm Threshold
- C. End before Threshold
- D. Start after Threshold



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 80** When synchronizing configuration data to Genesys WFM, which objects are not synchronized?

- A. Agents
- B. Skills
- C. Agent Skill Level
- D. Switch
- E. Agent Group(s)

**Correct Answer:** E

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 81**

You're experiencing OutOfMemory exceptions in the default installation of Tomcat, used exclusively for WFM Web application. Assuming that Tomcat configuration has not been modified since installation, what would be your troubleshooting strategy?



- A. Review Tomcat configuration, -Xmx parameter
- B. Review Tomcat configuration, -Xms parameter
- C. Review memory utilization by operating system
- D. Install additional memory for Tomcat host

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 82**

What is the Activity in Genesys WFM where the work does not use or require WFM service objectives, such as research or scheduled callbacks?

- A. Immediate work
- B. Deferred work
- C. Fixed-Staff work

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 83** What is the only time interval currently supported as a Time Profile for WFM 8.x statistics?

- A. 1 minute
- B. 5 minutes
- C. 15 minutes
- D. 60 minutes

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 84**

What must be done to remove obsolete data from the WFM database?

- A. Select 'Cleanup Database' from the WFM Database utility
- B. Change the 'PurgeData' option to 'True' on the WFM application object in the Configuration Layer
- C. Run the 'DB\_ Maintain' sql script
- D. Run the DB Wizard from the WFM Configuration Utility

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/8.1.2/Admin/MgmtDBU>



**QUESTION 85** Which of the following is required to connect the WFM Server to the WFM Database?

- A. DB Server
- B. WFM Data Aggregator
- C. Stat Server
- D. Database Access Point

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <http://docs.genesys.com/Documentation/WM/latest/Admin/PrepWFM>

