

Genesys

Exam GE0-806

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

Version: 6.0

[Total Questions: 85]

Question No : 1

Which statements are correct? Choose 2 answers

- 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".

Answer: B,D

Question No : 2

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

Answer: D

Question No : 3

Which of the following interfaces can be localized without any programming knowledge?
Choose 2 answers

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

Answer: B,D

Question No : 4

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

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

Answer: C

Reference:

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

Question No : 5

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

Answer: A

Reference:

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

Question No : 6

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 : 7

What is the duration for an interaction volume Template?

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

Answer: D

Question No : 8

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

Answer: D

Question No : 9

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.

Answer: A

Question No : 10

What functions can you perform for a business unit?

Choose 3 answers

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

Answer: B,C,E

Question No : 11

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

Answer: C

Question No : 12

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

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

Answer: A

Reference:

http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_CWF_M.pdf

Question No : 13

In which Genesys application is WFM scheduling performed?

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

Answer: B

Reference:

Question No : 14

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

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

Answer: A