

Genesys GEOP-WFM

Engage on-premises Workforce Management Certification

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Latest Version: 6.0

Question: 1

Which of the following is not saved in the WFM Database?

Response:

- A. Historical data
- B. Forecasts/Schedules
- C. Shifts/Contracts
- D. Agent Groups
- E. Performance Data

Answer: D

Question: 2

Which of the following can be done using WFM Web for Supervisors?

(Choose Five)

Response:

- A. Create a Shift/Contract
- B. Create a Forecast
- C. Create a Report
- D. Create an Exception
- E. Publish a Schedule
- F. Create a Trade Proposal

Answer: A,B,C,D,E

Question: 3

Which of the following may be done using WFM Web for Agents?

(Choose Four)

Response:

- A. Create a time off request
- B. Create a preference request
- C. Create a marked time request
- D. See which contract you are assigned to
- E. Chat with other agents

- F. Answer customer/internal calls
- G. Create a trade proposal

Answer: A,B,D,G

Question: 4

Which is true for the Meeting planner/ Scheduler?

(Choose Five)

Response:

- A. Can be used before a scheduler is started
- B. Can be used in the MASTER schedule too
- C. Can be used to plan Meetings for individual agents for a selected period
- D. Can be used to plan weekly/monthly meetings
- E. Requires at least one exception when a "Can be used in a Meeting planner" is checked
- F. Always guarantee that a meeting is scheduled, if configured so

Answer: A,B,C,D,E

Question: 5

Which of the following is not a possible forecast algorithm/method?

Response:

- A. Copy Historical data
- B. Expert Average Engine
- C. Gauss polynomial selection
- D. Universal Modeling Engine
- E. Templates

Answer: C

Question: 6

Which of the following serves content for the Web browser-based GUI applications and generates reports upon request from users of WFM Web for Supervisors?

Response:

- A. WFM Server
- B. WFM Data Aggregator
- C. WFM Web

- D. WFM Daemon
- E. WFM Client

Answer: C

Question: 7

Which of the following are true about scheduling a “meeting” exception?

Response:

- A. Meetings can be added manually to the Master Schedule Intra-Day
- B. Meetings can be pre-scheduled using the Meeting Planner functionality under Policies | Meetings
- C. Meetings can be added to the Master Schedule Intra-Day using the Meeting Scheduler wizard.
- D. Meetings can be added to the Master Schedule Intra-Day using the Insert Multiple Wizard
- E. All of the above

Answer: E

Question: 8

What action must agents take to complete a schedule bidding process?

Response:

- A. Validate their marked time preferences
- B. Submit their ranked schedules
- C. Propose a trade with another agent
- D. Approve their adherence thresholds

Answer: B

Question: 9

Which of the following data is not stored in the WFM Database?

Response:

- A. Forecast and historical data
- B. WFM user passwords
- C. Published schedules
- D. Teams and their members
- E. Agents with their skill levels

Answer: B

Question: 10

Which of the following Genesys applications is not required for scheduling or real-time monitoring is WFM?

Response:

- A. WFM Daemon
- B. Stat Server
- C. WFM Builder
- D. WFM Server

Answer: A

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