

DUMPS ARENA

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

Genesys GE0-806

Version Demo

Total Demo Questions: 10

Total Premium Questions: 85

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QUESTION NO: 1

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

QUESTION NO: 2

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: 3

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: 4

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: 5**

Breaks and _____ are created together?

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

ANSWER: C**QUESTION NO: 6**

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: 7**

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

ANSWER: B

QUESTION NO: 8

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: <input type="text" value="Accrued Time Off Rule"/>	
Time Off Rules	
<input checked="" type="checkbox"/> Do not validate time off request against time off balance	
187.30	Hours are Accrued Every <input type="text" value="1"/> Year(s)
0	Week(s) Since Hiring Date Before Time Off May Be Requested
<input checked="" type="checkbox"/> Agent Accrues Time Off Starting from Hiring Date	
00:00	Hours Can Be Carried Over To The Next Year
187.30	Hours Can Be Taken in Advance Every Year
09:00	Paid Hours in Time Off Day
<input type="checkbox"/> Limit Maximum Time Off Balance To	<input type="text" value="00:00"/> Hour(s)
Estimated Daily Paid Hours: <input type="text" value="09:00"/>	
Estimated Weekly Paid Hours: <input type="text" value="37.30"/>	
Carry-Over Rules	
Carry-Over Day: <input type="text" value="01/01"/>	<input type="button" value="Calculate Carry-Over"/>
Time Off Request Rules	
<input type="checkbox"/> Automatic Approval A Minimum Of	<input type="text" value="0"/> Week(s) in Advance And For A Minimum Of <input type="text" value="00:00"/> Hours
<input checked="" type="checkbox"/> Prevent Requests That Are More Than	<input type="text" value="365"/> Days in Advance
<input type="checkbox"/> Restrict Requests That Are More Than	<input type="text" value="0"/> Days in Advance To A Minimum Of <input type="text" value="0"/> Continuous Days
<input type="checkbox"/> Restrict Time Off Total To A Maximum Of	<input type="text" value="00:00"/> Hours Between <input type="text" value="01/01/2010"/> And <input type="text" value="01/01/2010"/>

- 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: 9

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: 10

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