

Genesys GEO-806 Exam

Volume: 85 Questions

Question No : 1

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

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

Answer: B

Question No : 2

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

Answer: A

Question No : 3

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 working

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D. "Marked Time" Is used to differentiate between paid and not paid time during Agent shift

Answer: B

Question No : 4

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

Answer: D

Question No : 5

Complete the sentence:

Task Sequence is configured on_____.

A. An Activity

B. A Contract

C. A Shift

D. A Rotating Pattern

Answer: C

Question No : 6

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

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- D. By displaying the word "ALERT' with audible signal
- E. Through audible signal only

Answer: D

Question No : 7

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

Answer: C

Question No : 8

Which of the following Agent tasks can be configured as an activity? Choose 3 answers

- 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

Answer: A,B,D

Question No : 9

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

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- C. Once the forecast is published and the Agent runs the Scheduler
- D. Once the Supervisor runs the scheduler

Answer: A

Question No : 10

In order to successfully create and process a schedule which of the following applications are required to run? Choose 2 answers

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

Answer: A,D

Question No : 11

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

Answer: B

Question No : 12

Which of the following Web servers are supported for WFM database? Choose 2 answers

- A. MS Internet Information Server

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- B. IBM web sphere
- C. JBOSS AS
- D. Apache Tomcat

Answer: B

Question No : 13

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

Answer: D

Question No : 14

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 : 15

For which of following activity types can you configure statistics to collect historical data?
Choose 2 answers