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Genesys

GE0-806

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QUESTION: 75

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

Answer: B

QUESTION: 76

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 new 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.

Answer: A

QUESTION: 77

Breaks and   are created together?

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

Answer: C

QUESTION: 78

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: 79
In the customer's environment, en 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

Answer: C

QUESTION: 80
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

Answer: B

QUESTION: 81
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 3 answers

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

Answer: A, B, E

QUESTION: 82

An Agent using WFM Web for Agents can propose a trade to which of the following? \
Choose 3 answers

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

Answer: A, B, D

QUESTION: 83

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: 84

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

A. Yes, up Co 10 Activities

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

Answer: D

QUESTION: 85
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

SAMPLE QUESTIONS

*These questions are for demo purpose only. **Full version** is up to date and contains actual questions and answers.*

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