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

Genesys GE0-806

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

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?

The screenshot shows the configuration for an "Accrued Time Off Rule". Key settings include:

- Time Off Rule Type:** Accrued Time Off Rule
- Time Off Rules:**
 - Do not validate time off request against time off balance
 - Hours are Accrued Every: 1 Year(s)
 - 0 Week(s) Since Hiring Date Before Time Off May Be Requested
 - Agent Accrues Time Off Starting from Hiring Date
 - Hours Can Be Carried Over To The Next Year: 00:00
 - Hours Can Be Taken in Advance Every Year: 167.30
 - Paid Hours in Time Off Day: 09:00
 - Limit Maximum Time Off Balance To: 00:00 Hour(s)
 - Estimated Daily Paid Hours: 09:00
 - Estimated Weekly Paid Hours: 37.30
- Carry-Over Rules:**
 - Carry-Over Day: 01/01
 - Calculate Carry-Over button
- Time Off Request Rules:**
 - Automatic Approval A Minimum Of: 0 Week(s) in Advance And For A Minimum Of: 00:00 Hours
 - Prevent Requests That Are More Than: 365 Days in Advance
 - Restrict Requests That Are More Than: 0 Days in Advance To A Minimum Of: 0 Continuous Days
 - Restrict Time Off Total To A Maximum Of: 00:00 Hours Between: 01/01/2010 And: 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: 2

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: 3

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

QUESTION NO: 4

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: 5

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: 6

Breaks and _____ are created together?

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

ANSWER: C

QUESTION NO: 7

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?

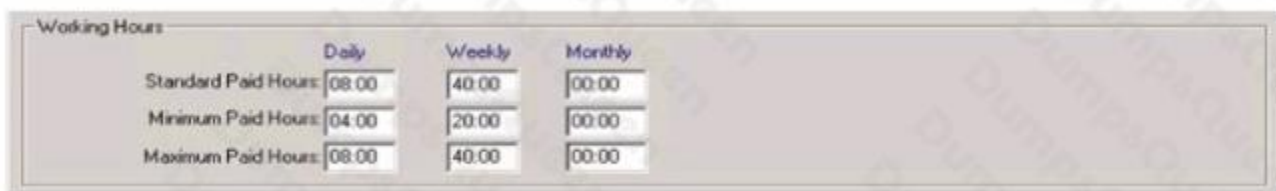
Choose 2 answers

- A. Skill
- B. Rank
- C. Access Rights
- D. Seniority
- E. Team Preference

ANSWER: C E

QUESTION NO: 8

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: 9

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: 10

In which Genesys application is WFM scheduling performed?

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

ANSWER: B