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# Question 1

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**Question Type:** MultipleChoice

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Which of the following is required to connect the WFM Server to the WFM Database?

## Options:

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- A- DB Server
- B- WFM Data Aggregator
- C- Stat Server
- D- Database Access Point

## Answer:

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D

## Explanation:

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<http://docs.genesys.com/Documentation/WM/latest/Admin/PrepWFM>

## Question 2

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**Question Type:** MultipleChoice

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What must be done to remove obsolete data from the WFM database?

### Options:

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- A- Select 'Cleanup Database' from the WFM Database utility
- B- Change the 'PurgeData' option to 'True' on the WFM application object in the Configuration Layer
- C- Run the 'DB\_ Maintain' sql script
- D- Run the DB Wizard from the WFM Configuration Utility

### Answer:

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A

### Explanation:

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<http://docs.genesys.com/Documentation/WM/8.1.2/Admin/MgmtDBU>

## Question 3

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**Question Type:** MultipleChoice

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What is the only time interval currently supported as a Time Profile for WFM 8.x statistics?

### Options:

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A- 1 minute

B- 5 minutes

C- 15minutes

D- 60 minutes

### Answer:

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B

## Question 4

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**Question Type:** MultipleChoice

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An agent is scheduled to start a shift at 12:00 PM and the Start Before threshold is set to 5. If the agent starts the shift at 11:54 AM. They will be considered\_\_\_\_\_.

**Options:**

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- A- Adherent
- B- Non-adherent
- C- Severely non-adherent
- D- Exception

**Answer:**

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D

## Question 5

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**Question Type: MultipleChoice**

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In the Schedule state Groups module of WFM Config utility) what does "Threshold" Indicate?

**Options:**

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- A- How many minutes early or late an agent can transfer to a scheduled state without being considered nonadherent
- B- How many seconds early or late an agent can transfer to a scheduled state without being considered nonadherent
- C- How many minutes early or late an agent can transfer to a scheduled state without being considered adherent

**Answer:**

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C

## Question 6

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**Question Type: MultipleChoice**

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Which of the following are examples of Schedule States that can be used when setting up Schedule State Groups?

**Options:**

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- A- Adherent, Non-Adherent
- B- Call inbound, NotReadyforNextCall, CallOutbound

**C-** DN Groups. Agent Groups. Race Groups

**D-** Exceptions, Meals, Time OffTypes, Activities

**Answer:**

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A

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