Free Questions for GE0-806 by dumpshq

Shared by Ramirez on 12-12-2023

For More Free Questions and Preparation Resources

Check the Links on Last Page

Question 1

What is the Activity in Genesys WFM where the work does not use or require WFM service objectives, such as research or scheduled callbacks?

Options:

A- Immediate work

B- Deferred work

C- Fixed-Staff work

Answer:

C

Question 2

You're experiencing OutOfMemory exceptions in the default installation of Tomcat, used exclusively for WFM Web application. Assuming that Tomcat configuration has not been modified since installation, what would be your troubleshooting strategy?

Options:

A- Review Tomcat configuration, -Xmx parameter

B- Review Tomcat configuration, -Xms parameter

C- Review memory utilization by operating system

D- Install additional memory for Tomcat host

Answer:

D

Question 3

Question Type: **MultipleChoice**

When synchronizing configuration data to Genesys WFM, which objects are not synchronized?

Options:

A- Agents

B- Skills

C- Agent Skill Level

D- Switch

E- Agent Group(s)

Answer:

E

Question 4

Question Type: MultipleChoice

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?

Options:

A- Alarm notification

B- Alarm Threshold

C- End before Threshold

D- Start after Threshold

Answer:

C

Question 5

Question Type: **MultipleChoice**

Which of the following WFM reports is designed to show the total amount of time an agent, team or site has spent in various states?

Options:

A- Schedule States Report

B- Activity weekly Schedule Report

C- Schedule Summary Report

D- Schedule State Totals Report

Question 6

Question Type: **MultipleChoice**

In the WFM Web Supervisor, what must be used to accommodate building schedules for longer than 6 weeks?

Options:

A- Set the end date to the date you desire that is 6 weeks or higher from the start date

B- Set the extended end date to a date you desire that is 6 weeks or higher from the start date

C- In One WFM Server application object, set the option 'Schedule Duration' to a value greater than 6

D- One cannot build schedules greater than 6 weeks in length

Answer:

C

Question 7

Which set of factors would provide the basis for an optimal staffing calculation?

Options:

A- Actual ASA, coverage and maximum occupancy

B- Actual interaction volume, actual AHT and indirectly occupied time

C- Actual interaction volume, actual AHT, and the service objectives

D- Predicted interaction volume potential AHT and minimum occupancy

Answer:

D

To Get Premium Files for GE0-806 Visit

https://www.p2pexams.com/products/ge0-806

For More Free Questions Visit

https://www.p2pexams.com/genesys/pdf/ge0-806

20% DISCOUNT