



Free Questions for **GE0-806** by **braindumpscollection**

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Question 1

Question Type: MultipleChoice

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 a Time Off Rule. The rule type is "Accrued Time Off Rule".

Time Off Rules

- Do not validate time off request against time off balance
- Hours are Accrued Every: 187.30
- Frequency: 1 Year(s)
- Week(s) Since Hiring Date Before Time Off May Be Requested: 0
- 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: 187.30
- 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]

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

Options:

- 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 2

Question Type: MultipleChoice

You are configuring an Event, in building a forecast for a particular period, which of the following should you select to ignore volume and AHT?

Options:

- A- Attribute Property
- B- Disregard Historical Data

C- Overlap Template

D- Activity

Answer:

D

Question 3

Question Type: MultipleChoice

How do you guarantee the same day-off for a team while their start times on a work day may vary?

Options:

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 4

Question Type: MultipleChoice

Assuming you need to schedule meetings for all staff in your contact center within one day. In order to minimize impact on coverage, meetings can be run in maximum three sessions. Is it possible to configure such a meeting in WFM to be scheduled automatically?

Options:

- A- Yes- using Multiple Groups functionality
- B- Yes, using regular meeting functionality
- C- No, it cannot be done without manual intervention of the supervisor
- D- No, it cannot be done at all

Answer:

C

Question 5

Question Type: MultipleChoice

Which statements are correct?

Choose 2 answers

Options:

- A-** It is possible to use a Meeting scheduler after a schedule has been published.
- B-** It is possible to create a schedule without a published forecast.
- C-** Once a schedule is published there it is no longer possible to change it.
- D-** It is possible to remove single schedule Items from a schedule like Breaks, Trainings, etc., but it is not possible to remove multiple items at a time e.g. Meeting from all team members.

Answer:

B, D

Question 6

Question Type: MultipleChoice

What task can using WFM Web for Supervisors allow you to do?

Options:

- A- Assign Agents into the teams
- B- Approve vacation
- C- Create a Vacation rule
- D- Assign an Agent into Agent Group

Answer:

D

Explanation:

<http://docs.genesys.com/Documentation/WM/8.5.0/Admin/Scheduling>

Question 7

Question Type: MultipleChoice

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?

Options:

- 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

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