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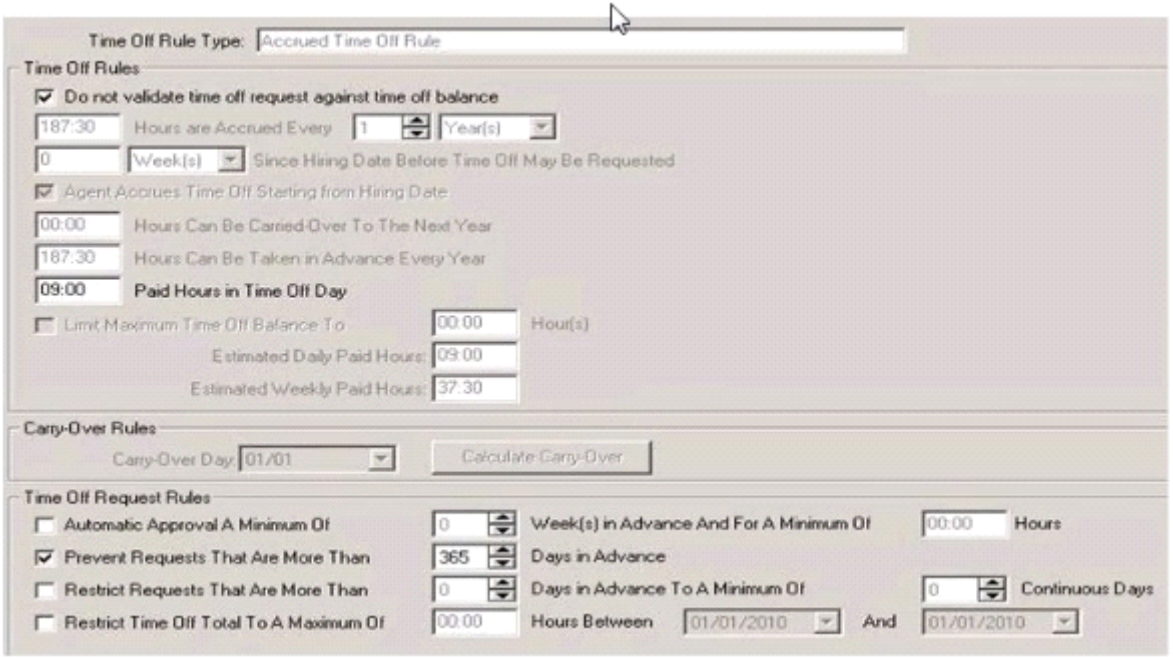
Question 1

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?



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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