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## Question 1

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**Question Type:** MultipleChoice

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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:

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- 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 2

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**Question Type:** MultipleChoice

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An Agent using WFM Web for Agents can propose a trade to which of the following? \

Choose 3 answers

**Options:**

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- A) To a specific Agent
- B) To a community where community are all Agents in the same Team
- C) To a community where community are all Agents in an entire Organization
- D) To a community where community are all Agents on the same site
- E) To a community where community are all Agents in a Configured Agent Group

**Answer:**

---

A, B, D

## Question 3

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**Question Type: MultipleChoice**

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Which of the following is true for "Marked Tim"?

### Options:

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- A) The only difference between an 'Exception' and 'Marked Time' is that an Exception may be asked by an Agent while Marked Time may not
- B) When an 'Marked Time' is scheduled Agent is taken away from his/her Work for the duration of Marked Time and then returned back
- C) Marked Time does not interrupt Agent work. It is only used to report specific situations like Coaching, Supervisor assist etc. while working
- D) 'Marked Time' Is used to differentiate between paid and not paid time during Agent shift

### Answer:

---

B

## Question 4

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**Question Type: MultipleChoice**

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Which of the following is true for "Marked Tim"?

### Options:

---

- A) The only difference between an 'Exception' and 'Marked Time' is that an Exception may be asked by an Agent while Marked Time may not
- B) When an 'Marked Time' is scheduled Agent is taken away from his/her Work for the duration of Marked Time and then returned back
- C) Marked Time does not interrupt Agent work. It is only used to report specific situations like Coaching, Supervisor assist etc. while working
- D) 'Marked Time' Is used to differentiate between paid and not paid time during Agent shift

### Answer:

---

B

## Question 5

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### Question Type: MultipleChoice

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An Agent using WFM Web for Agents can propose a trade to which of the following? \

Choose 3 answers

### Options:

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- A) To a specific Agent
- B) To a community where community are all Agents in the same Team
- C) To a community where community are all Agents in an entire Organization
- D) To a community where community are all Agents on the same site
- E) To a community where community are all Agents in a Configured Agent Group

**Answer:**

---

A, B, D

## Question 6

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**Question Type:** MultipleChoice

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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

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