Genesys GE0-806 Practice Questions

Shared by Sims on 26-10-2026

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Question 1

Question Type: MultipleChoice

Which of the following access rights can be configured in WFM Configuration utility?

Choose 4 answers

Options:

A- Access to Agent Groups
B- Access to Teams
C- Agent access to WFM Web for Agents
D- Access to WFM reports
E- Access to Master Schedule
F- Publish Forecast

Answer:

A, C, D, F

Question 2

Question Type: MultipleChoice

Where in WFM Configuration Utility do you define business hours for a contact center?

Options:

A- Organization
B- Activity Policies
C- Contract Site Rules
D- Contract Availability
E- Rotating Patterns

Answer:

E

Explanation:

http://docs.genesys.com/Documentation/WM/8.1.2/Admin/AboutPol

Question 3

Question Type: MultipleChoice

For the "Expert Average Engine" Forecasting Algorithm. What is the recommended minimum amount of data needed?

Options:

A- 1 day
B- 1week
C- 1 month
D- 1year

Answer:

C

Question 4

Question Type: MultipleChoice

If S9t to 'True', which Calendar Service option resolves the Start/End times when a user adds a Full-Day Time Off with Start/End times not specified?

Options:

A- DetermineFull Day TimeoffStartEndPaidHours
B- MaxAuditReports
C- HideMessagesforNotWorkingAgents
D- Need another incorrect option

Answer:

B

Question 5

Question Type: MultipleChoice

Which of the following is responsible for building WFM schedules?

Options:

A- WFM Server
B- WFM Data Aggregator
C- WFM Builder
D- WFM Scheduler

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Answer:

D

Question 6

Question Type: MultipleChoice

For which of following activity types can you configure statistics to collect historical data?

Choose 2 answers

Options:

A- Immediate Work
B- Deferred Work
C- Fixed Staff Work
D- Temp Staff Work

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Answer:

B, D

Question 7

Question Type: MultipleChoice

What are the possible actions one can take in order to avoid an Agent available in WFM Configuration Utility to be scheduled at all during the next schedule period?

Choose 3 answers

Options:

A- Change the skill levels in WFM Configuration Utility
B- Disable Skills in WFM Configuration Utility
C- Remove the Login ID in Genesys Administrator
D- Adjust the Hiring/Termination date in WFM configuration utility
E- Grant the agent an exception in the Calendar

Answer:

A, B, E

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