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QUESTION: 75

Which of the following automatically synchronizes configuration data, collects historical data, and provides real-time agent-adherence information to users of WFM web for Supervisors?

- A. WFM Server
- B. WFM Data Aggregator
- C. WFM Builder .
- D. WFM Synchroserver

Answer: B

QUESTION: 76

Which of the following statements is true?

- A. An Agent must have only one contract, but can be scheduled for multiple shifts.
- B. An Agent does not need to have a contract, but must work for at least one shift,
- C. An Agent can have multiple contracts, but must be scheduled only for one shift.
- D. An Agent can have any number of contracts and can be scheduled for any number of shifts.

Answer: A

QUESTION: 77

Breaks and _____ are created together?

- A. Activities
- B. Contracts
- C. Shifts
- D. Site/Team

Answer: C

QUESTION: 78

Which are valid scenario elements you can use when creating a schedule scenario? Choose 4 answers

- A. Real Agents
- B. Profile Agents
- C. To Sites/Activities
- D. Scenario period
- E. Shifts
- F. Contracts

Answer: A, B, D, F

QUESTION: 79

In the customer's environment, an agent is showing severely non-adherent. Which setting will help the customer to control the agent state from non-adherence to severely non-adherent?

- A. Alarm notification
- B. Alarm Threshold
- C. End before Threshold
- D. Start after Threshold

Answer: C

QUESTION: 80

What does synchronization of daily schedules mean?

- A. All Agents in a team start a shift within specified threshold
- B. All Agents in a team receive lunch at the same time
- C. All shifts in a schedule scenario are automatically synchronized with shifts in Master schedule
- D. Every Agent starts a shift within a specified threshold for a specific period

Answer: B

QUESTION: 81

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

- 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

QUESTION: 82

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

Choose 3 answers

- 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: 83

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

- 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: 84

Is there a limit on the number of Activities configurable in Genesys WFM for a site?

- A. Yes, up Co 10 Activities

- B. Yes, up to 100 Activities
- C. Yes, up to 500 Activities
- D. No, there is no limit

Answer: D

QUESTION: 85

What is the relations between Agents and contracts?

- A. Agents only need a Contract if they are Multi-Skilled
- B. Only one Contract can be assigned to an Agent at a time
- C. Contracts determine the types of calls that can be routed to an Agent
- D. Agents are automatically assigned a Termination Date if they do not have a Contract

Answer: D

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