Genesys
GCX-WFM
Cloud CX Workforce Management Certification

For More Information – Visit link below:

https://www.examsboost.com/
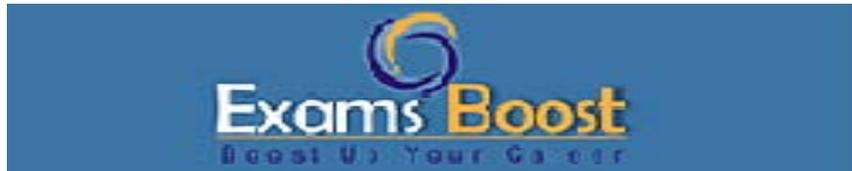
Product Version

✓ Up to Date products, reliable and verified.
✓ Questions and Answers in PDF Format.

Latest Version: 6.0

Question: 1

Which setting in a work plan is configured to define the tasks agents perform during their shifts?
Response:

A. Schedule Settings
B. Activity Codes
C. Shift Configuration
D. Adherence Tracking

Answer: B

Question: 2

In Genesys Cloud, which action should an administrator take if an agent's time-off request conflicts with staffing requirements but meets the agent's scheduling preferences?
Response:

A. Approve the request without changes
B. Deny the request and provide a reason for unavailability
C. Approve the request but remove the agent from other shifts
D. Delay the decision until another agent can cover the shift

Answer: B

Question: 3

What is the purpose of the Schedule Editor in Genesys Cloud?
Response:

A. To manage adherence reports
B. To create and adjust agent schedules based on business needs
C. To configure quality monitoring for interactions
D. To track agent skills and certifications

Answer: B

Question: 4

Which two aspects can intraday monitoring help track in workforce management?
(Choose two)
Response:

A. Real-time adherence to scheduled activities
B. End-of-day adherence summaries
C. Daily agent activities and adherence status
D. Weekly adherence trends

Answer: A,C

Question: 5

Which two actions are essential when setting up a business unit in workforce management?
(Choose two)
Response:

A. Configure a management unit
B. Set activity codes
C. Assign a queue for call routing
D. Define business hours

Answer: A,D

Question: 6

Which component in the Schedule Editor helps create load-based schedules?
Response:

A. Call Volume Manager
B. Shift Optimizer
C. Schedule Generator
D. Activity Code Editor

Answer: C

Question: 7

In Genesys Cloud, what action is necessary to finalize a work plan after configuration?
Response:

A. Submit for approval
B. Validate and save the work plan
C. Assign to the Agent Manager
D. Configure Real-Time Adherence

Answer: B

Question: 8

In Genesys Cloud, which two functions can the historical adherence report provide to help improve workforce management?
(Choose two)
Response:

A. Identifying recurring non-adherence trends
B. Modifying forecast data for future adherence planning
C. Analyzing adherence at specific times of day
D. Directly adjusting future agent schedules

Answer: A,C

Question: 9

You need to create a blank schedule to add agents, create shifts, and configure schedule parameters according to your business requirements. Which option on the Schedules page should you select?
Response:

A. Modify
B. Add
C. Create
D. Generate

Answer: D

Question: 10

Which activity code setting determines if an activity is counted as part of adherence?
Response:

A. Historical Adherence
B. Compliance Setting
C. Adherence Setting
D. Real-Time Compliance

Answer: C

Thank You for Trying Our Product

For More Information – **Visit link below:**

https://www.examsboost.com/

15 USD Discount Coupon Code:

G74JA8UF

FEATURES

- ✓ **90 Days Free Updates**
- ✓ **Money Back Pass Guarantee**
- ✓ **Instant Download or Email Attachment**
- ✓ **24/7 Live Chat Support**
- ✓ **PDF file could be used at any Platform**
- ✓ **50,000 Happy Customer**