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問題集

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Exam : **GE0-806**

Title : Genesys Certified Professional 8 System Consultant, Genesys Workforce Management (GCP8 - CWFM)

Version : DEMO

1.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

2.Which of the following is responsible for building WFM schedules?
A. WFM Server
B. WFM Data Aggregator
C. WFM Builder
D. WFM Scheduler
Answer: D

3.Which are primary elements of workforce management provided by Genesys WFM?
A. Service Factor
B. Forecasting
C. Scheduling
D. Adherence
E. Mobile Tracking
Answer: B
Explanation:
Reference: http://docs.genesys.com/Documentation/WM/8.5.0/Admin/Forecasting

4.Which of the following Genesys documentation will answer questions regarding sizing the WFM Database?
A. Genesys 8.0 Supported Operating Systems and Database Reference Manual
B. WFM 8.x Administrator's Guide
C. Genesys 8.x Database sizing Estimator
D. WFM Installation Manual
Answer: B
Explanation:
Reference:
http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_CWFM.pdf

5.Which of the WFM Applications below connects to the Stat Server in order to receive Real-Time Adherence information from Genesys?
A. WFM Builder
B. WFM Configuration Utility
C. WFM Web
D. WFM Data Aggregator
Answer: B
Explanation:

Reference: http://www.genesys.com/resources/pdfs/certification-details-gcp7-cwfm.pdf