

IT 认证电子书



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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>