IT 认证电子书

质 量 更 高　　服 务 更 好

Exam : **GCX-WFM**

Title : Cloud CX Workforce Management Certification

Version : DEMO

1.Which of the following attributes are assigned to agents to ensure that interactions are routed to the most appropriate agent? (Choose two options)

A. Skills

B. Languages

C. Desire to Use

D. A Score

Answer: AB

2.Which two features are accessible within the forecast editor? (Choose two)

A. Adjusting forecasted call volumes

B. Setting agent skill priorities

C. Adding historical adherence data

D. Modifying forecast data based on trends

Answer: AD

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

A. Submit for approval

B. Validate and save the work plan

C. Assign to the Agent Manager

D. Configure Real-Time Adherence

Answer: B

4.Who has the necessary permissions to cancel time-off requests?

A. Supervisor

B. Administrator

C. Agent

D. User

Answer: C

5.In Genesys Cloud, a load-based schedule is generated based on:

A. Agent skill levels

B. Anticipated call volume and demand

C. Adherence history

D. Quality monitoring data

Answer: B