

IT 认证电子书



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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