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Genesys GE0-806

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QUESTION NO: 1

Which feature records a situation such as coaching or supervisor assistance while allowing the Agent to remain assigned to the underlying work activity?

A. Marked Time

B. Exception

C. Time-Off Type

D. Schedule Scenario

ANSWER: A

Explanation:

Marked Time records a specific condition or situation during an agent's scheduled work without interrupting or replacing the underlying work assignment. It can be used to identify circumstances such as coaching or supervisor assistance while preserving the agent's planned productive activity in the schedule.

For schedule-management concepts, see the Genesys Workforce Management Help.

QUESTION NO: 2

Which are possible methods of WFM Server load balancing?

Choose 2 answers

A. Processor balancing

B. Memory balancing

C. Host balancing

D. Third-party load-balancer

ANSWER: B D

Explanation:

Memory balancing is a supported WFM Server load-balancing approach. It helps distribute WFM processing according to the memory capacity and current memory availability of the WFM Server instances. This is particularly relevant for WFM workloads because forecasting, scheduling, and related processing can require substantial server resources; directing work with memory availability in mind helps prevent a single server from becoming unnecessarily constrained while another can accept additional load.

Third-party load-balancer is also a valid approach when deploying WFM Server in a scaled or highly available environment. An externally provided load balancer can present a common endpoint to client applications and route incoming requests to the appropriate available WFM Server node. This allows organizations to use their established network load-balancing infrastructure and its health-check, persistence, and traffic-management capabilities as part of the WFM deployment design.

For product documentation and deployment guidance, consult the Genesys Workforce Management documentation and the Genesys Documentation portal.

QUESTION NO: 3

Defer to the figure shown: A Supervisor has access rights assigned as shown in the image, at the same levels across all sites Can she adjust security assignments for other Supervisors?

A. Yes

B. No

C. Only for the same site

D. Cannot tell from image, ability depends on her security role

ANSWER: C

Explanation:

Only for the same site is correct. In Genesys Workforce Management, security administration is governed not only by the access right itself but also by the organizational scope assigned to the user. When a Supervisor has the relevant security-assignment privilege at the same hierarchy level across sites, that privilege can be exercised only within the site scope in which the Supervisor is authorized. Therefore, she can manage the security assignments of peer Supervisors for the applicable site, provided those Supervisors fall within her assigned organizational scope. This scope-based model lets WFM delegate administrative responsibilities locally while keeping each site's user and security configuration under the appropriate control. The hierarchy level identifies the type of organizational objects the user may administer, while site assignment limits where that authority applies. Consequently, the Supervisor's ability to adjust another Supervisor's security assignments is valid for Supervisors associated with the same site, rather than serving as unrestricted cross-site security administration. Genesys documents WFM administration and its role-based, scoped security model in the Genesys Workforce Management Administrator documentation and the Genesys Documentation portal.

QUESTION NO: 4

How do you guarantee the same day-off for a team while their start times on a work day may vary?

A. Use Rotating Patterns

B. Use Shift Exceptions

C. Set "Maximum Start time difference for Members of the same team" parameter

D. Select "Use Team Constraints" while building the schedule

ANSWER: A

Explanation:

Use Rotating Patterns is correct because a rotating pattern defines a repeating sequence of workdays, shifts, and days off that can be applied consistently across the members of a team. The pattern can preserve a common day-off arrangement for everyone while still containing different shift definitions or start times on the days the team works. For example, a rotation can give all team members the same scheduled rest day while assigning an early shift to some members and a later shift to others on the preceding or following workdays. This makes the shared day off part of the repeatable schedule design rather than a result of forcing all members into the same daily start time. Rotating patterns are particularly appropriate when the business needs predictable, synchronized time away for a group but requires coverage across multiple intraday start times. Workforce Management uses schedule patterns and rotations to model these recurring staffing arrangements before schedules are generated. See the Genesys Workforce Management documentation portal at Genesys Workforce Management Documentation and the Genesys documentation landing page at Genesys Documentation.

QUESTION NO: 5

What is the relations between Agents and contracts?

A. Agents only need a Contract if they are Multi-Skilled

B. Only one Contract can be assigned to an Agent at a time

C. Contracts determine the types of calls that can be routed to an Agent

D. Agents are automatically assigned a Termination Date if they do not have a Contract

ANSWER: B

Explanation:

Only one Contract can be assigned to an Agent at a time is correct because a contract is the workforce-management rule set that applies to an agent for an effective period. It defines scheduling conditions such as work-pattern and labor-rule parameters used when Workforce Management creates and validates that agent's schedule. An agent's contract assignment is therefore time-bound: the system needs one applicable contract for a particular point in time so it can apply one consistent set of scheduling rules. Contract history or future-dated changes can be maintained by using effective dates, but the agent cannot have more than one concurrently applicable contract assignment. This lets administrators change an employee's working terms, such as moving from one employment arrangement to another, without losing the historical rules that applied previously. The contract is a Workforce Management scheduling configuration; it is not the configuration that identifies which interactions can be delivered to an agent. For additional product documentation, see the Genesys Workforce Management documentation and the Genesys documentation portal.

QUESTION NO: 6

Which two workload forecasts can be used as inputs when calculating staffing requirements?

Choose 2 answers

A. Interaction Volume Forecast

B. Average Handling Time Forecast

C. Required Forecast

D. Schedule Forecast

E. Adherence Forecast

ANSWER: A B

Explanation:

Interaction Volume Forecast and **Average Handling Time Forecast** are workload forecasts used to calculate staffing requirements. Interaction volume represents the expected number of contacts for each planning interval, while average

handling time represents the anticipated time needed to handle those contacts. Workforce Management applies the configured staffing model and service objectives to these workload inputs to produce a calculated staffing forecast.

A required forecast is itself a staffing forecast, rather than a workload input to the staffing calculation. See the Genesys Workforce Management documentation for forecasting and staffing-planning concepts.

QUESTION NO: 7

Using which application can you backup the WFM Database?

A. Genesys Administrator

B. WFM Database Utility

C. WFM Backup Utility

D. WFM Configuration Utility

E. WFM Web

ANSWER: C

Explanation:

WFM Backup Utility is the application used to create backups of the Genesys Workforce Management database. This utility is designed for the WFM backup and recovery process, allowing an administrator to capture the database data needed to protect the WFM deployment before maintenance, upgrades, infrastructure changes, or other activities that could affect stored workforce-management information. A usable backup is an essential operational safeguard because WFM database contents include the configuration and historical data that support forecasting, scheduling, adherence, and related WFM functions. The utility should be run according to the organization's backup policy, and the resulting backup files should be stored securely, ideally separately from the WFM server, so they remain available if the original host or database storage fails. Administrators should also validate their backup and recovery procedures regularly rather than assuming that a backup can be restored successfully when needed. Genesys product documentation and deployment guidance are available through the Genesys Documentation portal, while product documentation access and support resources can also be reached through the Genesys Help and Support portal.

QUESTION NO: 8

Which statements are correct?

Choose 2 answers

A. It is possible to use a Meeting scheduler after a schedule has been published.

B. It is possible to create a schedule without a published forecast.

C. Once a schedule is published there it is no longer possible to change it.

D. It is possible to remove single schedule Items from a schedule like Breaks, Trainings, etc., but it is not possible to remove multiple items at a time e.g. Meeting from all team members.

ANSWER: A B

Explanation:

The correct statements are "It is possible to use a Meeting scheduler after a schedule has been published." and "It is possible to create a schedule without a published forecast." In Genesys Workforce Management, publishing makes a schedule available for operational use, but it does not prevent subsequent scheduling activities. The Meeting Scheduler is intended to place meetings into an already published schedule while considering staffing requirements and the availability of the affected employees. This allows planners to manage activities that arise after the original schedule is released without rebuilding the schedule from scratch.

Schedule generation is also not dependent on having a published forecast. A forecast can support automated scheduling by supplying workload and staffing requirements, but planners can create schedules through other scheduling workflows, including schedules based on defined work rules, activities, shifts, and manually maintained requirements. Publishing is a separate lifecycle action: it distributes a forecast or schedule for use; it is not a prerequisite for creating the schedule object itself. These capabilities support iterative workforce planning, where forecasts, schedules, and post-publication activities can be managed as separate operational processes. See the Genesys Workforce Management documentation and Genesys guidance on creating and publishing workforce-management schedules.

QUESTION NO: 9

Which statements are correct regarding schedule bidding in Genesys Workforce Management?

Choose 2 answers

A. Rank can be used to prioritize competing bids

B. Seniority can be used to prioritize competing bids

C. Access rights determine bid priority

D. Skill level determines bid priority

E. Stat Server determines bid priority

ANSWER: A B

Explanation:

When several agents request the same preferred schedule, WFM can use **Rank** and **Seniority** as configured criteria to determine the order in which competing bids are processed. These criteria provide an established priority sequence for resolving competing preferences. Skills and access rights serve other WFM purposes and are not the configured bid-priority criteria.

See the Genesys Workforce Management documentation for schedule-management information.

QUESTION NO: 10

Which two functions are available to an Agent through WFM Web for Agents, when enabled by the applicable WFM configuration?

Choose 2 answers

A. View a published schedule

B. Submit a time-off request

C. Create a Contract

D. Define site business hours

E. Configure Stat Server time profiles

ANSWER: A B

Explanation:

Viewing a published schedule and **submitting a time-off request** are Agent self-service functions provided by WFM Web for Agents. The application allows Agents to access their own published schedule information and to use configured request workflows without requiring direct access to administrative WFM applications.

Creating contracts and defining site business hours are administrative configuration tasks performed by authorized WFM administrators, not Agent self-service actions. Refer to the Genesys Workforce Management documentation for WFM Web for Agents features.

QUESTION NO: 11

Which of the following are examples of Schedule States that can be used when setting up Schedule State Groups?

A. Adherent, Non-Adherent

B. Call inbound, NotReadyforNextCall, CallOutbound

C. DN Groups. Agent Groups. Race Groups

D. Exceptions, Meals, Time OffTypes, Activities

ANSWER: B

Explanation:

Call inbound, NotReadyforNextCall, CallOutbound is correct because Schedule State Groups in Genesys Workforce Management are configured from the agent's operational, telephony-related states. These states identify the type of contact-handling or availability condition currently reported for an agent and allow WFM to interpret that condition consistently for schedule and adherence processing. For example, an inbound-call state represents active handling of inbound interactions, an outbound-call state represents outbound interaction handling, and a not-ready-for-next-call state represents an agent condition in which the agent is not available to receive the next interaction. Grouping such states gives administrators a practical mapping layer between the states produced by the routing/telephony environment and the workforce-management behavior that depends on those states. This configuration is important because accurate state mapping supports meaningful real-time adherence monitoring and reporting: WFM can compare the agent's reported state with the work activity scheduled at that time. Genesys Workforce Management documentation and product resources describe WFM configuration concepts and the role of agent-state information in operational workforce processes; see the Genesys Workforce Management 8.5 documentation and the Genesys Workforce Engagement Management overview.