

# DUMPS ARENA

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

Genesys GE0-806

Version Demo

Total Demo Questions: 10

Total Premium Questions: 85

Buy Premium PDF

<https://dumpsarena.co>

[sales@dumpsarena.co](mailto:sales@dumpsarena.co)

[sales@dumpsarena.co](mailto:sales@dumpsarena.co)  
[dumpsarena.co](https://dumpsarena.co)

**QUESTION NO: 1**

Which of the following WFM reports is designed to show the total amount of time an agent, team or site has spent in various states?

- A. Schedule States Report
- B. Activity weekly Schedule Report
- C. Schedule Summary Report
- D. Schedule State Totals Report

**ANSWER: B****QUESTION NO: 2**

An Agent using WFM Web for Agents can propose a trade to which of the following? \

Choose 3 answers

- A. To a specific Agent
- B. To a community where community are all Agents in the same Team
- C. To a community where community are all Agents in an entire Organization
- D. To a community where community are all Agents on the same site
- E. To a community where community are all Agents in a Configured Agent Group

**ANSWER: A B D****QUESTION NO: 3**

It is desired that multi-skilled Agents, when scheduled for an Outbound Activity, do not answer inbound calls and Emails. They will only work outbound calls, what is this feature called?

- A. Activity Set
- B. Task Sequence
- C. Exception Task Sequence
- D. Marked Time .

**ANSWER: D**

**QUESTION NO: 4**

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**

**QUESTION NO: 5**

Which of the following access rights can be configured in WFM Configuration utility?

Choose 4 answers

- A. Access to Agent Groups
- B. Access to Teams
- C. Agent access to WFM Web for Agents
- D. Access to WFM reports
- E. Access to Master Schedule
- F. Publish Forecast

**ANSWER: A C D F**

**QUESTION NO: 6**

Which two actions can you perform using the WFM Configuration Utility?

Choose 2 answers

- A. Modify schedule
- B. Create a Report
- C. Create a shift
- D. Change access rights to scheduling module

**ANSWER: A C**

**QUESTION NO: 7**

You're experiencing OutOfMemory exceptions in the default installation of Tomcat, used exclusively for WFM Web application. Assuming that Tomcat configuration has not been modified since installation, what would be your troubleshooting strategy?

- A. Review Tomcat configuration, -Xmx parameter
- B. Review Tomcat configuration, -Xms parameter
- C. Review memory utilization by operating system
- D. Install additional memory for Tomcat host

**ANSWER: D****QUESTION NO: 8**

What is the maximum possible number of assigned Rotating Patterns to an Agent?

- A. 0
- B. 1
- C. 2
- D. 100

**ANSWER: B****QUESTION NO: 9**

Breaks and \_\_\_\_\_ are created together?

- A. Activities
- B. Contracts
- C. Shifts
- D. Site/Team

**ANSWER: C****QUESTION NO: 10**

Secure Socket Layer (SSL) may be used to encrypt the WFM Web connection to which of the following?

Choose 2 answers

- A. WFM web for Supervisors
- B. WFM Web for Agents
- C. WFM Configuration utility
- D. WFM Database

**ANSWER: B D**