
Question: 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

Question: 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

Question: 3

Which are primary elements of workforce management provided by Genesys WFM?
Choose Answers

- A. Service Factor
- B. Forecasting
- C. Scheduling
- D. Adherence
- E. Mobile Tracking

Answer: B

Reference:

<http://docs.genesys.com/Documentation/WM/8.5.0/Admin/Forecasting>

Question: 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

Reference:

http://www.genesys.com/resources/training/certification/Exam_Study_Guide_GCP8_CWFM.pdf

Question: 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

Reference:

<http://www.genesys.com/resources/pdfs/certification-details-gcp7-cwfm.pdf>

Question: 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: 7

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: 8

Which WFM Server can be set up to act as a Locator?

- A. WFM Server
- B. Only the Primary WFM server
- C. Only the Master WFM server
- D. Only the Back up WFM Server

Answer: D