



Free Questions for [GE0-806](#) by [vceexamstest](#)

Shared by [Knapp](#) on [24-05-2024](#)

For More Free Questions and Preparation Resources

[Check the Links on Last Page](#)

Question 1

Question Type: MultipleChoice

In which Genesys application is WFM scheduling performed?

Options:

- A- Genesys Administrator
- B- WFM Configuration Utility
- C- WFM Supervisor web
- D- IRD

Answer:

B

Question 2

Question Type: MultipleChoice

How does the Meeting Scheduler in WFM utilize the 'Minimum % of required attendees' field?

Options:

- A-** The Meeting Scheduler will only schedule a meeting if it is able to find a suitable time for all agents
- B-** The Meeting Scheduler will attempt to find an appropriate time to schedule the meeting for the minimum % of agents specified, if not it will not schedule the meeting
- C-** The Meeting Scheduler will attempt to find an appropriate time, within the constraints specified, for all attendees as long as they are not already scheduled for other activities, failing that it will schedule for the minimum % of attendees
- D-** The Meeting Scheduler will attempt to find an appropriate time within the specified constraints for all attendees, failing that it will reduce the number of agents in the meeting until it reaches the minimum % at which point it will not schedule the meeting

Answer:

C

Question 3

Question Type: MultipleChoice

Which of the following Agent tasks can be configured as an activity?

Choose 3 answers

Options:

- A- Answering Inbound calls Monday to Friday in a Working Hours
- B- Paperwork done the last hour of each shift
- C- Training on request
- D- Opening doors everyday for 2 hours in the morning
- E- No call no show

Answer:

A, B, D

Question 4

Question Type: MultipleChoice

What does synchronization of daily schedules mean?

Options:

- A- All Agents in a team start a shift within specified threshold
- B- All Agents in a team receive lunch at the same time
- C- All shifts in a schedule scenario are automatically synchronized with shifts in Master schedule
- D- Every Agent starts a shift within a specified threshold for a specific period

Answer:

B

Question 5

Question Type: MultipleChoice

Where would you configure Time-Off Types in WFM 8.1?

Options:

- A- WFM Configuration Utility

B- WFM Web for Supervisors

C- WFM Web for Agents

D- WFM Daemon

Answer:

A

Explanation:

<http://docs.genesys.com/Documentation/WM/8.1.2/Admin/TimeOff>

Question 6

Question Type: MultipleChoice

When using Schedule Bidding where several Agents may prefer the same schedule, what are the possible Agent criteria which may be configured to prioritize amongst the Agents?

Choose 2 answers

Options:

A- Skill

B- Rank

C- Access Rights

D- Seniority

E- Team Preference

Answer:

C, E

To Get Premium Files for GE0-806 Visit

<https://www.p2pexams.com/products/ge0-806>

For More Free Questions Visit

<https://www.p2pexams.com/genesys/pdf/ge0-806>

