

**Boost up Your Certification Score**

# **Genesys GCX-WFM**

## **Cloud CX Workforce Management Certification**



**For More Information – Visit link below:**

**<https://www.examsboost.com/>**

### **Product Version**

- ✓ Up to Date products, reliable and verified.
- ✓ Questions and Answers in PDF Format.

# Latest Version: 6.1

## Question: 1

Which setting in a work plan is configured to define the tasks agents perform during their shifts?  
Response:

- A. Schedule Settings
- B. Activity Codes
- C. Shift Configuration
- D. Adherence Tracking

**Answer: B**

## Question: 2

In Genesys Cloud, which action should an administrator take if an agent's time-off request conflicts with staffing requirements but meets the agent's scheduling preferences?  
Response:

- A. Approve the request without changes
- B. Deny the request and provide a reason for unavailability
- C. Approve the request but remove the agent from other shifts
- D. Delay the decision until another agent can cover the shift

**Answer: B**

## Question: 3

What is the purpose of the Schedule Editor in Genesys Cloud?  
Response:

- A. To manage adherence reports
- B. To create and adjust agent schedules based on business needs
- C. To configure quality monitoring for interactions
- D. To track agent skills and certifications

**Answer: B**

### Question: 4

Which two aspects can intraday monitoring help track in workforce management?

(Choose two)

Response:

- A. Real-time adherence to scheduled activities
- B. End-of-day adherence summaries
- C. Daily agent activities and adherence status
- D. Weekly adherence trends

**Answer: A,C**

### Question: 5

Which two actions are essential when setting up a business unit in workforce management?

(Choose two)

Response:

- A. Configure a management unit
- B. Set activity codes
- C. Assign a queue for call routing
- D. Define business hours

**Answer: A,D**

### Question: 6

Which component in the Schedule Editor helps create load-based schedules?

Response:

- A. Call Volume Manager
- B. Shift Optimizer
- C. Schedule Generator
- D. Activity Code Editor

**Answer: C**

### Question: 7

In Genesys Cloud, what action is necessary to finalize a work plan after configuration?

Response:

- A. Submit for approval
- B. Validate and save the work plan
- C. Assign to the Agent Manager
- D. Configure Real-Time Adherence

**Answer: B**

### Question: 8

In Genesys Cloud, which two functions can the historical adherence report provide to help improve workforce management?

(Choose two)

Response:

- A. Identifying recurring non-adherence trends
- B. Modifying forecast data for future adherence planning
- C. Analyzing adherence at specific times of day
- D. Directly adjusting future agent schedules

**Answer: A,C**

### Question: 9

You need to create a blank schedule to add agents, create shifts, and configure schedule parameters according to your business requirements. Which option on the Schedules page should you select?

Response:

- A. Modify
- B. Add
- C. Create
- D. Generate

**Answer: D**

### Question: 10

Which activity code setting determines if an activity is counted as part of adherence?

Response:

- A. Historical Adherence
- B. Compliance Setting
- C. Adherence Setting
- D. Real-Time Compliance

**Answer: C**

# Thank You for Trying Our Product

For More Information – **Visit link below:**

**<https://www.examsboost.com/>**

15 USD Discount Coupon Code:

**G74JA8UF**

## FEATURES

- ✓ **90 Days Free Updates**
- ✓ **Money Back Pass Guarantee**
- ✓ **Instant Download or Email Attachment**
- ✓ **24/7 Live Chat Support**
- ✓ **PDF file could be used at any Platform**
- ✓ **50,000 Happy Customer**



Visit us at: <https://www.examsboost.com/test/gcx-wfm>