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Cloud CX Workforce Management Certification

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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



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