Pass GEOP-WFM Engage on-premises Workforce Management Exam: Study Tips & Resources!

GENESYS ENGAGE ON-PREMISES WORKFORCE MANAGEMENT CERTIFICATION QUESTIONS & ANSWERS

Get Instant Access to Vital Exam Acing Materials | Study Guide | Sample Questions | Practice Test

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Get Ready for the GEOP-WFM Exam:

Prepare effectively for the GEOP-WFM exam using reliable **study strategies and methods**. Enhance your preparedness, deepen your understanding of the Genesys Engage on-premises, and enhance your likelihood of achieving success in the Genesys Genesys Engage on-premises Workforce Management Certification (GEOP-WFM) with our comprehensive guide. Embark on your path to exam excellence today.

Know More About the Genesys Engage on-premises Workforce Management Certification (GEOP-WFM) Certification:

Exam Name	Genesys Engage on-premises Workforce Management Certification
Exam Code	GEOP-WFM
Exam Price	$580 USD
Duration	120 minutes
Number of Questions	45
Passing Score	70%
Recommended Training / Books	**Genesys Engage on-premises Workforce Management – Operation**
Schedule Exam	**Kryterion Webassessor**
Sample Questions	**Genesys GEOP-WFM Sample Questions**
Recommended Practice	**Genesys Engage on-premises Workforce Management Certification (GEOP-WFM) Practice Test**

Learn More About the GEOP-WFM Syllabus:

Section	Objectives
Architecture and Functionality of the Genesys Workforce Management System	- Elements of a Workforce Management System - Integration with the CIM platform - Overview of Web Architecture - WFM Web Clients - WFM Servers/Applications - WFM Database
WFM Security	- Explain user security roles - Logging in and logging out to the web for supervisors
Setting Up Business	- WFM Web for Supervisors - Activity properties - Policies - Create Activity Sets - Create Contracts - Create Contract Profiles - Assign Agents to Contracts - Create Shifts - Assign Shifts to Contracts
WFM Scheduling	- Rotating Patterns - Exceptions - Marked Time - Meeting Scheduling - Create, edit and delete Web Preferences - Review Web Agent navigation - Change Agent Preference options - Search WFM Calendar - Managing Calendar items (modify, approve, decline) - Change filter settings for the Calendar views - Create a Scenario - Define the Scenario elements - Build a Schedule - Review and edit Scenario Schedule

Section	Objectives
	- Publishing a Schedule
	- Use the Commit-Rollback feature
	- Swap Agents Schedule
	- Meeting Scheduler
	- Use the Rebuild Schedule wizard
Forecasting	- Build IV and AHT
	- Staffing
	- Publish Forecast
	- Review Master Forecast
	- Configure in Factors and Events
	- Build a forecast scenario with an event
	- Create a scenario and define the scenario elements
	- Build Interaction Volume Forecast
	- Universal Engine
	- Expert Average Engine
	- Open and review Historical Volumes
Time Off, Trading, and Bidding	- Setting Up Time off Management
	- Setup Time off Types
	- Setup Time off Rules
	- Set up Time off Limits (WFM Web Supervisor)
	- Agents request time off
	- Setting Up Trading
	- Create schedule trade proposals as an agent
	- Set Up Schedule Bidding
	- Create a Bidding scenario
	- Rank schedules
	- Complete the Auto assignment and publish the bidding schedule
Pre-Schedule Planning	- Managing your shift and availability preferences
	- Defining the availability patterns

Prepare with GEOP-WFM Sample Questions:

Question: 1

Which is true for the Meeting planner/ Scheduler?

(Choose Five)

a) Can be used before a scheduler is started
b) Can be used in the MASTER schedule too
c) Can be used to plan Meetings for individual agents for a selected period
d) Can be used to plan weekly/monthly meetings
e) Requires at least one exception when a "Can be used in a Meeting planner" is checked
f) Always guarantee that a meeting is scheduled, if configured so

Answer: a, b, c, d, e

Question: 2

Which of the following data is not stored in the WFM Database?

a) Forecast and historical data
b) WFM user passwords
c) Published schedules
d) Teams and their members
e) Agents with their skill levels

Answer: b

Question: 3

Which of the following may be done using WFM Web for Agents?

(Choose Four)

a) Create a time off request
b) Create a preference request
c) Create a marked time request
d) See which contract you are assigned to
e) Chat with other agents
f) Answer customer/internal calls
g) Create a trade proposal

Answer: a, b, d, g

Question: 4

Which of the following can be done using WFM Web for Supervisors? (Choose Five)

a) Create a Shift/Contract
b) Create a Forecast
c) Create a Report
d) Create an Exception
e) Publish a Schedule
f) Create a Trade Proposal

Answer: a, b, c, d, e

Question: 5

Which of the following are true about scheduling a "meeting" exception?

a) Meetings can be added manually to the Master Schedule Intra-Day
b) Meetings can be pre-scheduled using the Meeting Planner functionality under Policies Meetings
c) Meetings can be added to the Master Schedule Intra-Day using the Meeting Scheduler wizard.
d) Meetings can be added to the Master Schedule Intra-Day using the Insert Multiple Wizard
e) All of the above

Answer: e

Question: 6

Which of the following is not a possible forecast algorithm/method?

a) Copy Historical data
b) Expert Average Engine
c) Gauss polynomial selection
d) Universal Modeling Engine
e) Templates

Answer: c

Question: 7

Which of the following is not saved in the WFM Database?

a) Historical data
b) Forecasts/Schedules
c) Shifts/Contracts
d) Agent Groups
e) Performance Data

Answer: d

Question: 8

What action must agents take to complete a schedule bidding process?

- a) Validate their marked time preferences
- b) Submit their ranked schedules
- c) Propose a trade with another agent
- d) Approve their adherence thresholds

Answer: b

Question: 9

Which of the following Genesys applications is not required for scheduling or real-time monitoring is WFM?

- a) WFM Daemon
- b) Stat Server
- c) WFM Builder
- d) WFM Server

Answer: a

Question: 10

Which of the following serves content for the Web browser-based GUI applications and generates reports upon request from users of WFM Web for Supervisors?

- a) WFM Server
- b) WFM Data Aggregator
- c) WFM Web
- d) WFM Daemon
- e) WFM Client

Answer: c

Tips for Success in the Genesys Engage on-premises Workforce Management Certification Exam:

Familiarize Yourself with the GEOP-WFM Exam Format:

Before starting your study regimen, it's crucial to acquaint yourself with the structure of the GEOP-WFM exam. Take a moment to **review the exam syllabus**, grasp the test format, and pinpoint the main areas of concentration. Having prior knowledge of the exam's layout will assist you in customizing your study strategy effectively.

Create A Study Timetable for the GEOP-WFM Exam:

To prepare efficiently for the GEOP-WFM exam, devise a study schedule that aligns with your lifestyle and preferred learning approach. Allocate dedicated time slots for studying each day, prioritizing topics according to their significance and your level of proficiency. Maintaining consistency by adhering to your schedule and steering clear of procrastination is imperative.

Diversify Your Study Sources:

Ensure you broaden your study material beyond just one source. Use various resources like textbooks, online courses, practice exams, and study guides to understand the GEOP-WFM exam subjects thoroughly. Each resource provides distinct perspectives and explanations that can enrich your learning journey.

Regular Practice for the GEOP-WFM Exam:

Consistent practice is essential for effective preparation for the GEOP-WFM exam. Engaging in regular practice enables you to strengthen your grasp of essential concepts, improve your problem-solving abilities, and become accustomed to the exam format. Allocate dedicated time to solving practice questions and sample tests to assess your progress accurately.

Allow for Rest and Breaks:

While studying is crucial, taking breaks and rest is equally vital. Pushing yourself too hard without sufficient rest can result in burnout and reduced effectiveness. Incorporate short breaks into your study sessions to recharge and stay focused.

Maintain Organization Throughout Your GEOP-WFM Exam Preparation:

Keep yourself organized as you prepare for the GEOP-WFM exam by monitoring your progress and managing your materials effectively. Ensure your study area remains neat, utilize folders or digital aids to arrange your notes and resources, and develop a checklist of topics to review. Employing an organized approach will assist you in staying focused and reducing stress levels.

Seek Guidance from Mentors:

Feel free to ask for clarification when you come across confusing or difficult concepts during your study sessions. Seek support from peers, instructors, or online forums to address any uncertainties. Addressing doubts will prevent misunderstandings and ensure you develop a strong **understanding of the material**.

Regular Review is Crucial for the GEOP-WFM Exam:

Frequent revisiting of material is paramount for retaining information over the long term. Revisit topics you've already covered to strengthen your comprehension and pinpoint areas that need further focus. Regular review sessions will **solidify your understanding** and enhance your confidence.

Master Time Management for the GEOP-WFM Exam:

Skillful time management is essential on the exam day to ensure you finish all sections within the designated time limits. During your practice sessions, replicate the conditions of the GEOP-WFM exam and practice managing your time accordingly. Formulate strategies for efficiently addressing each section to optimize your score.

Have A Positive Mindset:

Finally, maintain a positive attitude and have faith in your capabilities. Stay confident in your preparation and trust that you are well-prepared to handle the GEOP-WFM exam. Envision success, remain focused, and approach the exam calmly and objectively.

Benefits of Passing the GEOP-WFM Exam:

- Completing the GEOP-WFM exam unlocks pathways to fresh career prospects and progression within your industry.
- The extensive preparation needed for the GEOP-WFM certification equips you with comprehensive knowledge and practical expertise applicable to your field.
- Possessing the GEOP-WFM certification showcases your mastery and dedication to excellence, garnering acknowledgment from both peers and employers.
- Certified professionals often command higher salaries and have greater potential for earning than those without certification.
- Acquiring the GEOP-WFM certification validates your competence and trustworthiness, fostering confidence among clients, employers, and peers.

Explore the Trusted Practice Exam for the GEOP-WFM Certification:

At vmexam.com, you'll find comprehensive resources for the GEOP-WFM exam. Our platform offers authentic practice exams tailored specifically for the GEOP-WFM certification. What advantages do these practice exams provide? You'll encounter

genuine exam-style questions expertly crafted by industry professionals, allowing you to improve your performance in the exam. Rely on vmexam.com for rigorous, unlimited access to **GEOP-WFM practice exams** for two months, allowing you to boost your confidence steadily. Through focused practice, numerous candidates have successfully streamlined their path to achieving the Genesys Engage on-premises Workforce Management Certification (GEOP-WFM).

Final Remarks:

Preparing for the GEOP-WFM examination demands commitment, strategic planning, and efficient study methods. Implementing these study suggestions can enrich your preparation, elevate your self-assurance, and increase your likelihood of excelling in the exam. Keep your focus sharp, maintain organization, and believe in your abilities. Best of luck!

Here Is the Trusted Practice Test for the GEOP-WFM Certification

VMExam.Com is here with all the necessary details regarding the GEOP-WFM exam. We provide authentic practice tests for the GEOP-WFM exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the **GEOP-WFM practice tests**, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Genesys Engage on-premises Workforce Management Certification (GEOP-WFM).

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