Genesys Certification Study Guide

Genesys Certified Professional 7
System Consultant, Workforce Management (GCP7- CWFM)

Exam Code: GE0-706 Genesys Certified Professional - Workforce Management

(NOTE: The GCP7-SWFM and GCP7-CWFM certifications use the same exam code. GCP7-SWFM and GCP7-CWFM candidates register for the same exam and choose the certification track they want at the beginning of the exam. They will be presented with a different set of questions depending on their certification choice.)

Product Supported: This exam supports Genesys Workforce Management (WFM) software version 7.6 and is also effective for candidates using version 7.5. Candidates using an earlier version of WFM are advised to contact their local Genesys Training Center before registering for this exam.

Type of Exam: Written, multiple-choice questions

Length: 110 questions

Passing Score: 70%

Exam Language: English-only

Timing: 150 minutes (or 2 hours 30 mins) for candidates in English-speaking countries to complete the exam questions. Candidates in non English-speaking countries are provided with 180 minutes or 3:00 hrs.

(English-speaking countries include: North America, UK, Ireland, Australia and New Zealand. Candidates in all other countries are automatically provided with the additional 30 minutes to complete the exam questions.)

Prior to starting the exam questions, you are also provided with an additional 15 minutes to complete the Candidate Agreement and another 15 minutes, if needed, to complete a pre-exam tutorial. (This time is separate from the time allocated for the exam questions.)

Candidates who require any special accommodation can request 30 additional minutes to take their exam, but they must make the request before completing their exam registration. This also applies to non-native English speakers who register for exams in English-speaking countries. Please contact the Prometric Special Accommodations department with your request:

specialconditions@thomson.com

or call: +1-800-967-1139.

Exam Location: Prometric Testing Centers worldwide

Exam Price: Check with Genesys before registration for current price information. Prices may vary depending on country where exam will be delivered.

Exam Discounts: You may be eligible to receive an exam discount on your exam fees if you have completed any of the recommended preparatory training courses, if your company has prepaid your exam fees or if your company qualifies for exam discounts.

Please contact a Genesys University representative before you complete your registration to find out if you are eligible for an exam discount.

Exam Registration: Exam candidates must first contact their local Genesys Training Center before registering for an exam. The Genesys Training Center will collect your exam fees.
and give you a certification voucher code to use when registering for your exam on the Prometric web site: [www.prometric.com](http://www.prometric.com)

You will be asked to log-in or complete a profile for a New User. You may select a date, time and location for your exam. You should enter the exam voucher code when you complete your Payment Information during exam registration. Be sure to check the expiration date of your exam voucher code.

### Eligibility and Target Audience

The Genesys Certified Professional (GCP) program is open to current Genesys customers, partners and employees only. Passing the exam is only one part of the certification process. Genesys will need to verify that you are eligible for Genesys Certification before we can issue you a certificate and recognize your status as a Genesys Certified Professional.

The System Consultant, Workforce Management certification exam (GCP7-CWFM) is designed for the following WFM audience:

- The GCP7- System Consultant, Workforce Management (GCP7-CWFM) is primarily targeted for WFM System Consultants who may be Genesys Partners, consultants and/or members of the customer’s technical support staff who are responsible for installing, configuring, monitoring and supporting Genesys Workforce Management solutions.

### Preparing for the Exam

Genesys University highly recommends that candidates seeking certification follow the certification preparatory track. The preparatory track, coupled with hands-on experience will increase the probability of passing the exam. You are not required, however, to complete the training courses prior to taking the certification exam. If you feel you have considerable, real-world experience using Genesys WFM products, then you may register and take the exam at any time.

In either case, Genesys University encourages you to review the materials in this Study Guide to help you prepare for the GCP7- SWFM or GCP7- CWFM exam.

### Genesys Certification Roadmap for GCP7-CWFM Certification

The following training course(s) are considered the recommended preparatory training courses for the System Consultant certification exam track:

**GCP7-CWFM Certification Training Courses**

- “Configuring, Forecasting and Scheduling with Workforce Manager 7” (WFP7) 7.5 or 7.6 (5 days)
- “Workforce Manager Troubleshooting Workshop” (WFT) 7.5 (3 days)
  - Framework Overview (FRO) or Framework, Universal Routing, and Solution Reporting Overview (RRO) training courses are highly recommended prior to enrolling in WFT
  - Genesys recommends that candidates have at least three months experience supporting and maintaining a Genesys Workforce Manager installation prior to enrolling in WFT.
System Consultant - WFM Exam Skill-Set Requirements and How Topics are Covered

- There are 10 general skill-set (or topic) categories covered on the CWFM exam (see below). These topics are consistent with the topics presented in both the “Configuring, Forecasting and Scheduling with Workforce Manager 7” (WFP7) and the “Workforce Manager Troubleshooting Workshop 7” (WFT) Genesys University training courses. Not all CWFM questions from all 10 topic categories will be presented to all candidates.

CWFM Exam Topics

A. Explain the architecture and functionality of the Genesys Workforce Management System
   - Elements of a Workforce Management System
   - Integration with the CIM Platform
   - Web Architecture Overview
   - WFM Web Clients
   - WFM Servers/Applications
   - WFM Database

B. WFM Installation
   - Using user names and passwords
   - Installing the WFM server
   - Installing/uninstalling WFM applications

C. Initial WFM Configuration
   - Genesys WFM Interfaces
   - Using WFM Configuration Utility
   - Using WFM DB Utility
   - DB Sizing
   - DB Exceptions
   - WFM Integration
D. WFM Configuration Options
- Set up Organization
- Create Activities
- Confirm Skills
- Setup Security Roles
- Organization
- Agent Teams
- Create Activities
- Confirm Skills
- Configure Activity Statistics
- Create and Configure Business Unit (BU)
- Create Workload Forecast for Multi-Site Activity (MSA)
- Split Volume and Staffing for Multi-Site Activity

E. Configure WFM Policy Options
- Configure Activity Policies
- Create Contracts
- Assign Agents to contracts
- Create Shifts
- Assign Shift to Contracts
- Create Activity Sets
- Set up Activity Policies
- Create Contracts
- Create Contract Profiles
- Assign Agents to contracts
- Create Shifts
- Assign Shifts to Contacts

F. WFM Scheduling
- Rotating Patterns
- Exceptions
- Marked time
- Meeting Scheduling
- Create, edit and delete Web Preferences
- Review Web Agent navigation
- Review Agent Preference options
- Search WFM Calendar
- Calendar items (modify, approve, decline)
- Change filter setting for the Calendar views
- Create a scenario
- Define the scenario elements.
- Build a schedule
- Review and edit scenario schedule
- Publish schedule
- Review schedule as Agent
- Use the Commit-Rollback feature
- Swap Agents schedule
- Meeting Scheduler
- Review schedule notifications
- Use the Rebuild schedule wizard
G. Forecasting
- Build IV
- Build AHT
- Build 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
- Build Average Handle Time Forecast
- Configure in Factors and Events
- Define a IV Template
- Define a IV Overlap template
- Build Staffing Forecast
- Define Calculated forecast
- Define Required forecast
- Modify/ adjust required staffing numbers
- Publish the Forecast.
- Open and review master forecast
- Open and review Historical Volumes

H. 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
- Supervisors Approve / Decline time off
- Setting Up Trading
- Create schedule trade proposals as an agent
- Respond to other agents’ trade proposals
- Accept or Decline a schedule trade as a Supervisor
- Set Up Schedule Bidding
- Create a Bidding scenario
- Rank schedules
- Complete the Auto assignment and publish bidding schedule

I. Monitoring WFM
- Display the list of available reports
- Create a report
- Use a Report Viewer to review reports
- Export a report to a local file
- Identify fields in the schedule reports
- Build character list of report categories
- Display the Performance views for each object
- Set Alerts
- Perform "what-if" calculations
- Set the Detail and Graphical views for Adherence
- Filter the states to show in the Details View
- Create new schedule state group
- Assign schedule elements to a schedule state group
J. WFM Solution Maintenance

- Maintaining Configuration
- Observe problems in reporting or statistics
- Interpret Workforce Manager log files
- Troubleshooting Configuration to Check for errors
- Troubleshooting Job failures
- Identifying errors caused by: database, network issues, schedule conflicts
- Maintaining Configuration

Reference Materials Available

Your training course materials are an excellent source of information for exam review. Other Genesys reference materials you can use for exam preparation are available from the Genesys website:

- Genesys Tech Support Website: http://genesyslab.com/support/home/index/
  - Select Documentation and search by product and major release
- Genesys Documentation Library CD (good resource for architecture, planning, deployment, and system monitoring)
  - The Documentation Library CD is also distributed in Genesys training classes

Arriving at the Prometric Test Center

You should plan to:

- Arrive early at the test center (try to be at least 15 minutes early in order to complete your sign-in paperwork).
- Bring two (2) forms of ID with you to the test center
- Leave your belongings, your cell phone and any notebooks in your car or outside the test center
- Sign the Prometric Security Agreement

Starting and Finishing Your Exam

A test center staff member may log you into your exam or you may be given a login and password to log yourself into your exam.
At the beginning of the GE0-706 (WFM) exam, candidates will be asked to choose which WFM exam they wish to take.

- WFM Scheduler/Planner
- WFM System Consultant

Select the “System Consultant” button for the CWFM Exam track:

- Next, the Prometric testing program will then present an optional Prometric Exam Tutorial before starting the exam questions. This is a timed tutorial (note the “Remaining Time: XX:XX min” in the upper right portion of your screen.) The tutorial covers useful, general tips:
  - Exam user interface
  - How to move through screens
Welcome to the tutorial

This tutorial provides a series of screens that orient you to the computer testing environment. This will give you an opportunity to try each feature before using it in questions that will be scored. You will be instructed on how to use the mouse and the different parts of the screen.

You may use the tutorial for 15 minutes. Notice the "Time remaining" box in the upper right corner of this screen. A similar display will appear during the actual exam. In the upper left corner is a box that shows where you are in the series of questions (or in this case, screens of the tutorial). Other screen features are described later in the tutorial.

Click on the 'Next' button OR press the 'Alt' + 'N' keys to continue.

To end this Tutorial at any time and start the exam Click on the 'End' button OR press the 'Alt' + 'D' keys.

- When the Genesys Certification Exam starts, you will be asked to Review/Agree to the Genesys Candidate Agreement before starting your questions.
- The exam will then present questions randomly from across the topics that are considered relevant a System Consultant for Genesys Workforce Management.
- When you start the exam questions, your timer will restart. You will be provided with 2 hours 30 mins (in English-speaking countries) or 3 hours (in non English-speaking countries).

NOTE: The END button will exit you from the Tutorial.

Select the Review buttons at the bottom of the screen at any time to view a list of the exam questions you have completed and those you have not. If you select the Exit button from the Review screen, a popup window will ask you to confirm that you wish to exit the exam.

You can return to the exam questions by double-clicking on any of the question numbers listed.
To finish your exam:
  o Click Exit from Review Screen. (Wait 1-2 minutes while system calculates your score.)

NOTE: If you have not answered any questions, the system will mark these as incorrect. If you run out of time during the exam, the exam will stop.

Tell your Test Center proctor when you finish the exam. Be sure to ask the proctor for your printed score report. Your score report will contain a list of the exam topics, the total number of questions presented to you from each topic, and the number of questions you got correct.

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**CWFM Sample Questions (Answers provided at the end of the document)**

The sample questions below have not been used in the actual exam, but are representative of typical questions that an exam candidate may face.

Select one answer (or more if indicated) that best answers the question or completes the statement.

1. When WFM is installed, the Genesys Stat Server must be installed specifically for WFM and cannot be shared by other Genesys components. True or False?
   A. True
   B. False

2. Which of the following data is stored in the WFM Database? (Choose 3)?
   A. Agents with their skill levels
   B. Forecast and historical data
   C. Teams and their members
   D. WFM user passwords
3. A WFM Trade Proposal can be sent to all agents at a site. True or False?
   A. True
   B. False

4. The _________________ 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

5. Which of the following are the four exceptions rules regarding trade conditions?
   (Choose 4)
   A. Accept all Bids
   B. Delete
   C. Do Not Trade
   D. Keep with Agent
   E. Keep with Schedule

Answers to Sample Questions

1. B
2. ABC
3. B
4. D
5. BCDE

For more information about Genesys Certification, please contact your local Genesys University training center or click here:
http://www.genesyslab.com/about/training/certification_programs.asp