Exam Study Guide
Genesys Certified Professional 8 System Consultant, Genesys Workforce Management (GCP8 - CWFM)

Product Supported: This exam supports Genesys Workforce Management (WFM) software version 8. Candidates using an earlier version of WFM are advised to contact their local Genesys Training Center before registering for this exam.

Type of Exam: Multiple choice and multiple select questions
Certification Level: Professional level
Length: 80 questions (80 points possible)
Passing Score: 70% correct (56 points = 70%)
Exam Language: English-only
Timing: GEO-806: The exam is timed for 100 minutes.
 GE0-806e: The exam is timed for 120 minutes for non-English speaking candidates

Exam Location: Kryterion online or exam testing centers worldwide
Genesys certification exams can be taken on your own online or scheduled at one of 750 Kryterion test centers worldwide, providing you with two convenient means of getting certified at your own time and location.
IMPORTANT: If you are taking the exam online, please download and read the proctored online exam setup and requirements.

Exam Price: Check with Genesys University Training Registration for current price information. Prices may vary depending on country where exam will be delivered. You will need to obtain an exam voucher code which will be used during the payment process. Check if your company has prepaid your exam fees or if your company qualifies for exam discounts.

Exam Registration: Exam candidates must first contact their local Genesys Training Center before registering for an exam. The Genesys Training Coordinator will collect your exam fees and give you a certification voucher code to use when registering for your exam.

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. Use the exam voucher number in the field Promotion Code during exam registration. Be sure to check the expiration date of your exam voucher code.

Exam Reschedule: If you need to reschedule your exam, please do so no less than 72 hours from the scheduled date and time in your region. Penalty fees will incur for exams rescheduled less than 3 days before the scheduled date and time.

Canceling Exam: You can cancel your scheduled exam however, please keep in mind that the voucher number is for one-time use. You will not be able to use the same voucher number if you schedule an exam after you cancel a prior appointment. You will need to contact Genesys Training for a replacement voucher. All voucher numbers are tracked and monitored.
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. If you have any questions regarding your eligibility, please contact your local Genesys University training center.

The GCP8 – System Consultant, Genesys Workforce Management (GCP8 – CWFM) certification is primarily for consultants, system administrators and approved subcontractors worldwide that assist Genesys partners and customers in planning, installation and configuration of Genesys WFM solutions. This certification validates the candidate’s comprehensive understanding of the Genesys Workforce Management solution components. A Genesys Certified Professional 8 – System Consultant for Genesys Workforce Management is recognized as having achieved a foundation knowledge in implementation procedures, basic troubleshooting, scheduling, forecasting and maintenance of a Genesys WFM 8 solution.

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 8, then you may register and take the exam at any time.

In either case, Genesys University encourages you to review the materials described in this study guide to help you prepare for the GCP8 – CWFM exam.

Target Audience

System Consultants who perform as system administrators, solution integrators, telephony specialists and any other technical role involved in planning, installation, configuration and maintenance of Genesys Workforce Manager 8 solutions.

Genesys Certification Training Roadmap for the GCP8 – CWFM Exam

| WFM8 Operational training | Genesys Workforce Management 8 Operation (WFO8-OPT) 5 Days |
| Framework8.1 Foundation and Deployment | Genesys Framework 8.1 Foundation (FWK8-FND) 1 Day |
| Genesys Framework 8.1 Deployment (FWK8-DPL) 4 Days |
Certification Preparatory Track

- Configuring, Forecasting and Scheduling with Genesys Workforce Management 8 (WFO8-OPT)
  - 5-day training course intended for system administrators, system integrators, technical support specialists, and other technical roles involved in the planning, installation, configuration, and maintenance of Workforce Management 8. WFO8-OPT focuses on the concepts and skills needed to use Genesys Workforce Manager (WFM) to forecast workload and workforce, schedule agents, and monitor adherence to forecasts and schedules. This is a hands-on class where students configure a variety of contact center examples to gain knowledge of Workforce Manager’s capabilities. The course includes the following topics: contact center rules, contracts, shift definitions, forecasting, scheduling, monitoring adherence and performance, and using the web interface as a supervisor or agent.

Course Prerequisites

- Framework 8.1 Foundation (FWK8.1-FND)
  - 1-day training course intended to provide an introduction to the technical architecture of the Genesys Framework. Participants see demonstrations and have discussions about the role of Framework within the Customer Interaction Management Platform and the CTI context.
- Framework 8.1 Deployment (FWK8.1-DPL)
  - 4-day training course focuses on the concepts and skills needed to plan, install, configure, and troubleshoot the Genesys Framework successfully. Students perform hands-on activities installing and configuring Framework components. This course includes the following topics: deployment of the Framework Layers, logging, licensing, troubleshooting, introduction to high availability, and configuring alarm conditions and reactions.

Exam Study Topics

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 Genesys Workforce Management 8” course (WFO8-OPT) and overall deployment training from the “Framework 8.1 Deployment” course (FWK8.1-DPL), along with practical experience knowledge. Not all CWFM questions from all 10 topic categories will be presented to all candidates.

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
   - Setup Activity Policies
   - Create Contracts
   - Create Contract Profiles
   - Assign Agents to Contracts
   - Create Shifts
   - Assign Shifts to Contracts

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
   - 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
   - Publishing a 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/](http://genesyslab.com/support/home/index/)
  - Select Documentation and search by product and major release
  - Genesys Workforce Management Administrator’s Guide 8.x is especially useful to prepare for this exam
- Genesys Documentation Library CD (good resource for architecture, planning, deployment, and system monitoring)
  - The Documentation Library CD is distributed in Genesys training classes or from Genesys directly
Genesys Certification Registration

**Step 1:** Obtain your exam voucher code by contacting your local Genesys University Training Registration representative. A sample voucher code attached to a confirmation email is shown below.

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Dear Josephine,

Congratulations, you are now ready to schedule your Genesys Certified Professional exam! Your voucher code is Aah67Kljy6789x. This voucher is good for 90 days.

EXAM INFORMATION
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**Step 2:** Visit the Genesys Certification Registration website (beginning September 3, 2013). Create a new profile and register to schedule your exam.

**Step 3:** During checkout, enter the voucher code in the field Promotion Code.
PRACTICE QUESTIONS
The sample questions below are additional questions that 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. 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 Builder
   D. WFM Web
   E. WFM Daemon
   F. WFM Client

2. 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
   F. Use values

3. Which of the following is not saved in the WFM Database?
   A. Historical data
   B. Forecasts/Schedules
   C. Shifts/Contracts
   D. Agent Groups
   E. Teams
   F. Performance Data

4. Which of the following Genesys applications is not required for scheduling or real-time monitoring in WFM?
   A. WFM Daemon
   B. Stat Server
   C. WFM Builder
   D. WFM Server

5. 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

6. Multiple instances of WFM Builder can be connected to a single WFM Server. True or False?

7. All WFM Databases need to be initially configured to a standard, default size, regardless of the client environment. True or False?

8. Security in WFM extends the security concept from Genesys Framework Configuration layer so that we can grant/decline additional access rights also to objects which do not exists in Configuration Layer. True or False?
9. An Activity cannot have more than one Skill associated to it. True or False?

10. Which of the following features can be switched off in Genesys Administrator if not required? (Select five)
   A. Time Off
   B. Preferences
   C. Trading
   D. Bidding
   E. Viewing schedules of other Agents
   F. Forecasting

11. An Agent can be a member of two teams. True or False?

12. Multiple WFM Builder instances can be connected to one WFM Server. True or False?

13. 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

14. Agents can view the amount of exception time through WFM Web Agent. True or False?

15. Agents can add their own exceptions to their schedule through WFM Web Agent. True or False?

16. When creating and publishing a schedule the usage of Teams is mandatory. True or False?

17. If a user enters a partial-day exception, such as team meeting or project, where there is already an
    existing shift item, the existing shift item overlapping that time period will be automatically deleted
    to accommodate the team meeting. True or False?

18. In the WFM Configuration Utility, one can disable the calendar or schedule audits. True or False?

19. Does the following schedule represent good coverage against the required staffing forecast?
   A. Yes
   B. No
   C. Not enough information to answer

20. A Supervisor may build a schedule scenario which is based on (select three)
   A. The Master Forecast
   B. A Shared Forecast scenario (assuming read access)
   C. The Supervisor's own non-shared Forecast scenario
   D. Another Supervisor's non-shared Forecast scenario

21. Which of the following can be done using WFM Web for Supervisors? (select five)
   A. Create a Shift/Contract
   B. Create a Preference
   C. Create a Forecast
   D. Create a Report
   E. Create an Exception
   F. Publish a Schedule
   G. Create a Trade Proposal
22. Which of the following may be done using WFM Web for Agents? (select four)
   A. Create a Vacation Request
   B. Create a Preference Request
   C. Create a Marked Time Request
   D. See which Contract you have
   E. Chat with other Agents
   F. Answer customer/internal calls
   G. Create a Trade Proposal

23. Which of the following may be done using WFM Configuration Utility? (select two)
   A. Create a Marked Time Request
   B. Create a Forecast
   C. Create a Shift/Contract
   D. Change a Skill level for an Agent
   E. Import historical data
   F. Update the WFM database to a newer version

24. Breaks created on a specific site are visible/reusable for all shifts on the same site. True or False?

25. It is possible to have multiple Task Sequences assigned to one shift. True or False?

26. This is what you can configure in WFM Configuration Utility: (select four)
   A. Activities
   B. Contracts
   C. Rotating Patterns
   D. Exceptions
   E. Marked Time
   F. Shifts

27. Which is true for the Meeting planner? (select 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

28. In WFM Web for Supervisors you can build Volume Forecast based on: (select three)
   A. Historical Data
   B. Info Mart Data
   C. Templates
   D. Manually entered IV/AHT Volumes

29. What is the maximum number of Forecasting scenarios that can be created at a time for one site, over the same period and for the same activities?
   A. 1
   B. 2
   C. 10
   D. There is no limit

30. You CANNOT use WFM Web for Supervisors to:
   A. publish Forecast
   B. approve vacation
   C. create schedule
   D. create a Vacation rule
31. You can do the following in WFM Database Utility: (select four)
   A. WFM Database cleanup
   B. WFM Database Backup
   C. WFM Database Restore
   D. WFM Database Update
   E. WFM Database Performance Indexing

32. If a Schedule Scenario for Team 1 is published, any existing information on the Master Schedule for Team 1 will be overwritten for the date range of the Scenario. True or False?
Answers to Practice Questions

1. correct answer = "d"
2. correct answer = "c"
3. correct answer = "d"
4. correct answer = "a"
5. correct answer = "b"
6. correct answer = "true"
7. correct answer = "false"
8. correct answer = "true"
9. correct answer = "false"
10. correct answer = "a,b,c,d,e"
11. correct answer = "false"
12. correct answer = "true"
13. correct answer = "e"
14. correct answer = "true"
15. correct answer = "true"
16. correct answer = "false"
17. correct answer = "false"
18. correct answer = "false"
19. correct answer = "c"
20. correct answer = "a,b,c"
21. correct answer = "b,c,d,e,f"
22. correct answer = "a,b,d,g"
23. correct answer = "c,e"
24. correct answer = "true"
25. correct answer = "true"
26. correct answer = "a,b,c,f"
27. correct answer = "a,b,c,d,e"
28. correct answer = "a,c,d"
29. correct answer = "d"
30. correct answer = "d"
31. correct answer = "a,b,c,d"
32. correct answer = "true"

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