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Genesys Cloud CX Workforce Management Certification Sample Questions (Q75-Q80):

NEW QUESTION # 75

When setting up a business unit, which two configurations are critical for effective management?

(Choose two)

Response:

- A. Configure adherence tracking settings
- B. Add quality monitoring processes
- C. Set up recurring call reports
- D. Establish management units within the business unit

Answer: A,D

NEW QUESTION # 76

Which two components are configured in a service goal template?

(Choose two)

Response:

- A. Service Level
- B. Average Handle Time
- C. Forecast Editor
- D. Call Volume Reports

Answer: A,B

NEW QUESTION # 77

Which two roles may have permission to manage activity codes in a management unit?

(Choose two)

Response:

- A. Workforce Manager
- B. Workforce Administrator
- C. IT Specialist
- D. Customer Service Representative

Answer: A,B

NEW QUESTION # 78

What is the primary use of intraday monitoring?

Response:

- A. To monitor current day's adherence and activity
- B. To adjust agent roles
- C. To view agent adherence on a weekly basis
- D. To compare adherence between departments

Answer: A

NEW QUESTION # 79

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

Response:

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

Answer: D

NEW QUESTION # 80

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