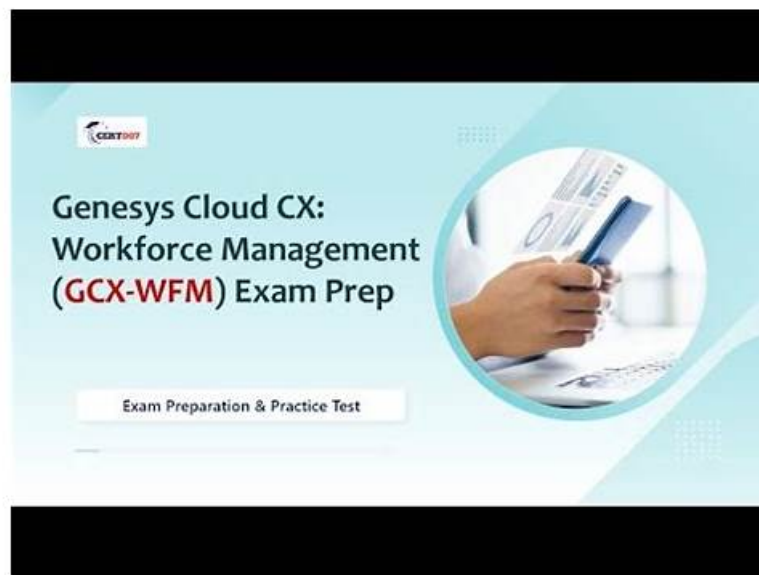


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Genesys Cloud CX Workforce Management Certification Sample Questions (Q16-Q21):

NEW QUESTION # 16

In Genesys Cloud, time-off requests are managed primarily within which interface?

Response:

- A. Management Unit
- B. Schedule Editor
- **C. Time-Off Requests Page**
- D. Queue Assignment

Answer: C

NEW QUESTION # 17

In Genesys Cloud, what action is necessary to finalize a work plan after configuration?

Response:

- A. Validate and save the work plan
- B. Submit for approval
- C. Configure Real-Time Adherence
- D. Assign to the Agent Manager

Answer: A

NEW QUESTION # 18

When setting up a work plan, which setting allows you to configure shift activities?

Response:

- A. Activity Code Manager
- B. Schedule Editor
- C. Work Plan Editor
- D. Shift Configurator

Answer: C

NEW QUESTION # 19

Which two actions are necessary when setting up a work plan?

(Choose two)

Response:

- A. Assign call routing preferences
- B. Monitor call quality metrics
- C. Define shift activities
- D. Configure daily shifts

Answer: C,D

NEW QUESTION # 20

Choose the metrics available in service goal templates.

Response:

- A. Average Handle Time
- B. Offered
- C. Abandonment Rate
- D. Average Speed of Answer

Answer: C,D

NEW QUESTION # 21

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