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Genesys Cloud CX Workforce Management Certification Sample Questions (Q30-Q35):

NEW QUESTION # 30

Which two key elements should be considered when creating a management unit?

(Choose two)

Response:

- A. Define service goal templates
- B. Set agent skill levels
- C. Create activity codes
- D. Configure queue routing paths

Answer: A,C

NEW QUESTION # 31

Which feature allows you to partition agents based on the types of interactions they handle?

Response:

- A. Service Goal Groups
- B. Workplans
- C. Management Units
- D. Forecast

Answer: C

NEW QUESTION # 32

When configuring a work plan's daily shifts, what two components can be specified?

(Choose two)

Response:

- A. Agent skill level
- B. Start and end times
- C. Required activities
- D. Agent pay rates

Answer: B,C

NEW QUESTION # 33

The forecast editor is used exclusively for viewing forecast data without any modifications.

Response:

- A. True
- B. False

Answer: B

NEW QUESTION # 34

When creating a management unit, what key principle must be considered?

Response:

- A. Ensuring minimal agent interaction
- B. Aligning agents with specific scheduling requirements
- C. Enforcing hourly task completion
- D. Organizing agents by their daily availability

Answer: B

NEW QUESTION # 35

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