

# Genesys GCX-WFM Study Guide PDF

**GRAB THE GENESYS CLOUD CX WORKFORCE MANAGEMENT  
CERTIFICATION PDF QUESTIONS & ANSWERS**

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**Exam Summary – Syllabus – Questions**

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## **GCX-WFM**

**Genesys Cloud CX Workforce Management Certification (GCX-WFM)**

**60 Questions Exam – 65% Cut Score – Duration of 120 minutes**

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## Table of Contents

Get an Overview of the GCX-WFM Certification: .....	3
Why Should You Earn the Genesys GCX-WFM Certification? .....	3
What Is the Genesys GCX-WFM Cloud CX Workforce Management Certification Exam Structure? .....	3
Enhance Knowledge with GCX-WFM Sample Questions: .....	4
What Study Guide Works Best in Acing the Genesys GCX-WFM Cloud CX Workforce Management Certification? .....	6
Explore the Syllabus Topics and Learn from the Core: .....	6
Make Your Schedule: .....	7
Get Expert Advice from the Training: .....	7
Get Access to the PDF Sample Questions: .....	7
Avoid Dumps and Utilize the Genesys GCX-WFM Practice Test: .....	7

## Get an Overview of the GCX-WFM Certification:

Who should take the [GCX-WFM exam](#)? This is the first question that comes to a candidate's mind when preparing for the Cloud CX Workforce Management certification. The GCX-WFM certification is suitable for candidates who are keen to earn knowledge on the Genesys Cloud CX and grab their Genesys Cloud CX Workforce Management Certification (GCX-WFM). When it is about starting the preparation, most candidates get confused regarding the study materials and study approach. But GCX-WFM study guide PDF is here to solve the problem. GCX-WFM PDF combines some effective sample questions and offers valuable tips to pass the exam with ease.

## Why Should You Earn the Genesys GCX-WFM Certification?

There are several reasons why one should grab the GCX-WFM certification.

- The Cloud CX Workforce Management certification proves to be one of the most recognized certifications.
- The certification badge proves the knowledge of the candidate regarding subject matters and makes his resume presentable to potential candidates.
- Thus earning the [Genesys Cloud CX Workforce Management Certification \(GCX-WFM\)](#) is a powerful qualification for a prosperous career.

## What Is the Genesys GCX-WFM Cloud CX Workforce Management Certification Exam Structure?

<b>Exam Name</b>	Genesys Cloud CX Workforce Management Certification
<b>Exam Code</b>	GCX-WFM
<b>Exam Price</b>	\$500 USD
<b>Duration</b>	120 minutes
<b>Number of Questions</b>	60
<b>Passing Score</b>	65%
<b>Recommended</b>	<a href="#">Genesys Cloud CX: Contact Center Administration</a>

<b>Training / Books</b>	<a href="#">Genesys Cloud CX: WEM – Workforce Management</a>
<b>Schedule Exam</b>	<a href="#">Kryterion Webassessor</a>
<b>Sample Questions</b>	<a href="#">Genesys GCX-WFM Sample Questions</a>
<b>Recommended Practice</b>	<a href="#">Genesys Cloud CX Workforce Management Certification (GCX-WFM) Practice Test</a>

## Enhance Knowledge with GCX-WFM Sample Questions:

### Question: 1

You are creating a work plan on Genesys Cloud for your agents. Which option in a work plan lets you specify the limit on the amount of time an agent can work during a week?

- a) Weekly Paid Time
- b) Daily Paid Time Divisible By
- c) Minimum Time Between Shifts
- d) Work Time Constrains

**Answer: a**

### Question: 2

The Maximum Occupancy % for Deferred Work setting applies to \_\_\_\_\_.

- a) Agents who handle non-voice interactions
- b) Agents who handle outbound interactions
- c) Agents who only take calls
- d) Agents who handle multiple interaction types

**Answer: d**

### Question: 3

Which property has to be disabled if you want the meeting to start at the same time for everyone while you set up the shift activities?

- a) Counts as Work Time
- b) Daily Paid Time
- c) Copy Shifts to Days
- d) Start Time is Relative to Shift Start

**Answer: d**

**Question: 4**

Who has the necessary permissions to cancel time-off requests?

- a) Supervisor
- b) Agent
- c) Administrator
- d) User

**Answer: b**

**Question: 5**

What is the default value for Severe Adherence Threshold settings?

- a) 5 minutes
- b) 6 minutes
- c) 7 minutes
- d) 10 minutes

**Answer: a**

**Question: 6**

What is the maximum number of queues supported by Genesys Cloud for a single Management Unit?

- a) 25
- b) 50
- c) 100
- d) 150

**Answer: c**

**Question: 7**

Which real-time adherence overview chart helps supervisors determine the percentage of agents with a positive, negative, or neutral influence on performance?

- a) Scheduled Activities
- b) Adherence
- c) Impact
- d) Agent Details

**Answer: c**

**Question: 8**

Choose the metrics available in service goal templates.

- a) Offered
- b) Average Speed of Answer
- c) Abandonment Rate
- d) Average Handle Time

**Answer: b, c**

**Question: 9**

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

- a) Workplans
- b) Service Goal Groups
- c) Management Units
- d) Forecast

**Answer: c**

**Question: 10**

How long does it take for a load-based schedule to be generated?

- a) 5 minutes
- b) 10 minutes
- c) 15 minutes
- d) 20 minutes

**Answer: d**

## What Study Guide Works Best in Acing the Genesys GCX-WFM Cloud CX Workforce Management Certification?

The GCX-WFM study guide is a combination of some proven study tips and the combination of all valuable study materials like sample questions, syllabus and practice tests in one place.

### Explore the Syllabus Topics and Learn from the Core:

If you are determined to earn success in the Cloud CX Workforce Management exam, getting in full touch of the [syllabus](#) is mandatory. During preparation, you might not like all syllabus sections or topics, but try to get at least the fundamental knowledge from the sections you don't like. The more

you possess knowledge on all syllabus sections, the more is the chance to attempt maximum number of questions during the actual exam.

### **Make Your Schedule:**

Studying and completing the syllabus becomes easier, if you work on the syllabus topics after making a schedule. Your syllabus must mention what areas you want to cover and within what time. Once you make a schedule and follow it regularly, syllabus completion becomes easier and preparation becomes smoother.

### **Get Expert Advice from the Training:**

Do not forget to join the Genesys GCX-WFM training if it is providing any. Training enhances the practical knowledge of a candidate, which helps them to work well in the practical field during projects.

### **Get Access to the PDF Sample Questions:**

If your study material is in a [PDF format](#) or the materials are mobile-friendly, what could be better than that? Get access to the free sample questions and keep enhancing your knowledge beyond the syllabus.

### **Avoid Dumps and Utilize the Genesys GCX-WFM Practice Test:**

Why should you rely on practice tests? The reason is simple: you must get familiar with the exam pattern before reaching the exam hall. An aspirant aware of the exam structure and time management during the exam preparation can perform well in the actual exam and attempt the maximum number of questions during the exam.

Many aspirants prefer to read from dumps, but they miss out on the self assessment method. Therefore, GCX-WFM practice tests always stand out to be the better choice than dumps PDF.

### **Avail the Proven GCX-WFM Practice Test for Success!!!**

Do you want to pass the GCX-WFM exam on your first attempt? Stop worrying; we, VMExam.com are here to provide you the best experience during your Genesys Cloud CX Workforce Management Certification preparation. Try out our free mock tests to get a glimpse of our quality study materials, and build your confidence with the premium [GCX-WFM practice tests](#). Our expert-designed questions help you to improve performance and pass the exam on your first attempt.