Overview:
The Genesys Certified Workforce Management 8.5 Consultant certification validates the candidate’s understanding of the Genesys Workforce Management solution components including knowledge in implementation procedures, basic troubleshooting, scheduling, forecasting and maintenance of a Genesys WFM 8.5 solution.

Availability:
Method: Certification Exam
Level: Professional
Pricing: 5 TUs

Exam Code:
806

Exam Delivery:
Type of Exam: Multiple Choice, Multiple Select, Fill in the Blank, Matching Questions
Certification Level: Professional
Passing Score: Genesys Certification exams scores are based on a point scaling system that is widely used in the industry. The passing score is generated at the time of the exam but is generally between 69-80%.
Exam Language: English-only
Duration: 120 minutes
You can take this exam in two ways:
- Test center proctored
- Online proctored

Target Audience:
Primarily targeted at technical customers, partners and employees involved in planning, installation and configuration of Genesys WFM solutions.

Software Version:
This exam supports Genesys Workforce Management 8.5.

Exam Path:
The exam recommends the following training courses as preparation:
- Framework Routing & Reporting 8.5 Foundation
- Framework Routing & Reporting 8.5 Operations
- Framework Routing & Reporting 8.5 Administration
- Workforce Management 8.5 Operation

Exam Objectives:
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

Initial WFM Configuration
- Genesys WFM Interfaces
- Using WFM DB Utility
DB Sizing
DB Exceptions
WFM Integration

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

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

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

Learn more at www.genesys.com/training
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

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

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

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

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