Certification Exam Guide

Infor Certified WFM Multi-view Scheduler Associate

Exam #: WFM-160

infor

Certification Program

Target Audience

The exam targets the product knowledge demonstrated by an individual with less than one year of experience with the WFM Multi-view Scheduler (MVS) application.

Note: Exam applicable for both on-premise and Cloud.

Exam Details

- Exam number: WFM-160
- Onsite or Online, proctored
- 40 questions
- 50-minute time limit

Schedule and Register

Below are the steps to schedule and register for an onsite or online proctored exam.

- Infor partners: Click here to get your coupon code.
- Infor employees: Obtain your coupon code from the Infor Services Career Portal (click the orange Infor Product Certification Program button.)
- Campus Plus members: Get your coupon code on the Infor Campus landing page.
- If you require an additional time accommodation for a disability or because English is not your first language, send a request to certification@infor.com at least 5 days prior to your exam date/time.

Onsite

Prior to registering for an exam, please follow the steps below to register for your preferred exam date/time:

1. If required, create a new account by clicking here.

2. If you already have an account, login to Webassessor.

3. Click Register for an Exam.

4. Click Select next to the Onsite Proctored option for the exam you wish to attempt.

5. Search for a test center or choose one of the closest test centers listed and click Select.

6. Select your preferred date and time to attempt the exam. (Test centers set their own testing schedules.)

7. Read and accept the Terms and Conditions and then click Select.

8. If you have a coupon code, enter the code and click Apply.

9. If the exam details are correct, click Checkout.

10. If using a credit card, enter your credit card information and click Submit.

11. After confirming payment, click Done. You will receive a confirmation email with your Test Taker Authorization Code and additional onsite details.

    Please Note:

- Ensure you have your Test Authorization Code with you when you arrive at the test center. You cannot attempt your exam without the Test Authorization Code, and no refund will be provided.
- Please arrive at the test center at least 15 minutes prior to your scheduled exam.
- Parking and other test center specific instructions are included in your confirmation email.

Register here

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Online

Prior to registering for an exam, please follow the steps below at least 5 days prior to you preferred exam date/time:

1. Test your Internet connection to ensure your computer meets the required speeds for online testing.

2. Validate you have the required webcam (built-in webcams ARE permitted), microphone (headsets are NOT permitted) and security software installed as outlined on this Kryterion help page.

3. If you encounter any problems, contact Kryterion Support:
   - Email: support@kryteriononline.com
   - Live Chat: https://www.kryteriononline.com/test-taker/online-proctoring-support
   - Phone: 1-877-313-2008 (U.S.) or +001-602-659-4679 (International)

4. If required, create a new account by clicking here.

5. If you already have an account, login to Webassessor.

6. Click Register for an Exam.

7. Click Select next to the Online Proctored option for the exam you wish to attempt.

8. Select your preferred date and time to attempt the exam and click Select.

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13. After confirming payment, click Done.

14. You will receive a confirmation email.

Register here

Exam Topic Area Summary

The following summarizes the percentage of each topic area included on the exam:

- Planning - 5%
- Processing - 12%
- Setup & Configuration - 25%
- Using - 58%

Related Training and Documentation

Although not required, the following training courses and documentation cover content included in this exam:
- Training courses on Infor Campus:
  - WFM: Configuring and Administering Multi-view Scheduler Foundation (v7.0)

Exam Objectives by Topic Area and Resource

This certification exam includes the following exam objectives by topic and resource.

Resource and related exam objective(s)	Topic Area and Percentage			
	Planning	Processing	Setup and Configuration	Using
	5%	12%	25%	58%
WFM: Configuring and Administering Multi-view Scheduler Foundation (v7.0)				
Explain the scheduling process.				X
Configure the elements needed to schedule employees.			X	
Configure a shift.			X	
Describe how to plan for demand.	X			
Create a master rotation.			X	
Process a master rotation.		X		
Create a one-time schedule (OTS).				X
Process a one-time schedule (OTS).		X		
Create a schedule with auto-assignment.				X
Set up self-scheduling groups.			X	
Describe the functionality of the Advanced Schedule View (ASV).				X
Demonstrate how to use the Staffing Center.				X
Discuss how to use the Central Staffing screen.				X
Manage shifts in the Shift Billboard (SB).				X
Describe the relief management process.				X
Configure shift trades.				X

Questions and Help

Additional Certification Program information is available at www.infor.com/certification

The Certification Program rules, policies, and procedures, including credentials and badging, are available in the Infor Certification Program Guide.

Additional information about Infor Education training courses is available at www.infor.com/education.

Your results will be available in CertMetrics 24 hours after you receive your test results.

If you experience any issues when registering for a certification exam, please contact support@kryteriononline.com.
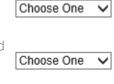
If you need help registering for a training course, please contact:

- For Americas: EducationAmericas@infor.com
- For Europe, the Middle East and Africa: EducationEMEA@infor.com
- For Asia Pacific: EducationAPAC@infor.com

Sample Questions

The sample questions below provide examples of the types of questions included on the certification exams delivered through the Webassessor testing platform. The correct answers are provided for reference purposes only in the following Key to Sample Questions section. **Note:** The Webassessor platform randomizes all certification question items and answer options during the exam.

1. Select from the drop-down lists on the right, the Infor Workforce Management (WFM) term that corresponds with each description on the left. Use an option only once, however, not all options will be used.

   A. A component providing a high-level view of schedules for multiple units, or teams, including units that may typically work at different locations within the organization   `Choose One ∨`

   B. An application allowing supervisors to monitor multiple units, teams, or locations, and determine if there are any last-minute staffing modifications needed.   `Choose One ∨`

   C. A self-service Internet-based system providing employees and supervisors with access to work-related information and a method for interacting with one another   `Choose One ∨`

   D. A tool allowing employees to assign themselves to shifts that comply with administrator-defined scheduling rule.   `Choose One ∨`

   Note: In Webassessor the responses on the right display in a drop-down list box.

   Available options:
   >Workmail
   >Staffing Center
   >Employee Transaction Manager
   >One-time schedule
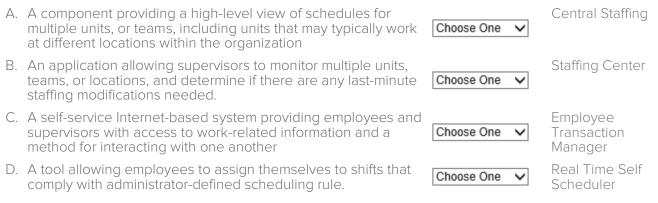   >Real Time Self Scheduler
   >Central Staffing

2. The ACME company wants to know how much time is devoted to a specific activity to measure the true cost of this activity. Which one of the following allows them to do this?

    A. ○ Employee Transaction Manager
    B. ○ Workmail
    C. ○ Labor metrics
    D. ○ Shift history

3. The default schedule period will start on which one of the following days if the DAY_WEEK_START parameter equals Monday?

    A. ○ Sunday
    B. ○ Monday
    C. ○ Tuesday
    D. ○ Friday

4. A shift is created for which one of the following within a team?

    A. ○ Employee
    B. ○ Job
    C. ○ Day part
    D. ○ Activity

5. Which one of the following templates allows you to manage the holiday and seasonal changes in staff required at any time?

    A. ○ Master Rotation Template
    B. ○ One-Time Schedule Template
    C. ○ Shift Template
    D. ○ Staffing Requirement Template

6. Which one of the following determines what happens when a one-time schedule is processed, such as whether the scheduler reviews the schedule before publishing or whether the schedule goes straight to publishing for employees to immediately view on their schedule?

    A. ○ Job Scheduler
    B. ○ Advanced Schedule View
    C. ○ Employee Transaction Manager
    D. ○ Staffing Center

7. Which <u>two</u> of the following are types of auto-assignment sort orders? Choose 2 answers.

    A. ☐ Shift
    B. ☐ Activity
    C. ☐ Employee
    D. ☐ Team
    E. ☐ Jobs

8. Which one of the following self-scheduling group rules can you use to ensure the least desirable shifts are equitably distributed to all employees?

    A. ○ RTSS Schedule Compliance Rule
    B. ○ RTSS Minimum Rule
    C. ○ RTSS Maximum Rule
    D. ○ RTSS Employee Constraints Rule

9. You complete the scheduling at your company and need to monitor multiple teams and locations to determine if there are any last-minute staffing modifications. Which one of the following should you use?

   A. ○ Central Staffing
   B. ○ Staffing Center
   C. ○ Employee Transaction Manager
   D. ○ Real Time Self Scheduler

10. Which <u>three</u> of the following key performance indicators (KPIs) are displayed on the KPI panel of Central Staffing? Choose 3 answers.

   A. ☐ Census
   B. ☐ Totals
   C. ☐ Hours Per Patient Day
   D. ☐ Scheduled Hours
   E. ☐ Shifts
   F. ☐ Time off scheduled

Key to Sample Questions

The correct answers for the Sample Questions are provided here for reference purposes only. **Note:** The Webassessor platform does not provide correct answers/feedback during the exam.

1. Select from the drop-down lists on the right, the Infor Workforce Management (WFM) term that corresponds with each description on the left. Use an option only once, however, not all options will be used.

    A. A component providing a high-level view of schedules for multiple units, or teams, including units that may typically work at different locations within the organization

        [Choose One ▽]

        Central Staffing

    B. An application allowing supervisors to monitor multiple units, teams, or locations, and determine if there are any last-minute staffing modifications needed.

        [Choose One ▽]

        Staffing Center

    C. A self-service Internet-based system providing employees and supervisors with access to work-related information and a method for interacting with one another

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    Additional options:
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    E. ☐ Shifts
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About Infor

Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 70,000 customers in 194 countries improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.