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Genesys GCX-AI-GPE

Cloud CX AI-GPE and GPR Certification

Questions&AnswersPDF

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Question: 1

Customer journey information is NOT available on which of the following channels?
(Choose three answers)

- A. Agentless email notifications
- B. Agent-initiated callbacks
- C. Instagram DM
- D. Web messaging

Answer: A,B,C

Question: 2

Select all the actions available to use when an action map triggers.
(Choose four answers)

- A. Web messaging
- B. Voice call
- C. Web chat
- D. Instant agent interaction
- E. Content offer
- F. Advanced orchestration flow

Answer: A,C,E,F

Question: 3

When setting up a Predictive Routing queue, which two conditions should ideally be met for optimal performance?

- A. High agent turnover
- B. Consistent outcome tagging
- C. Large volume of historical data
- D. Minimal use of wrap-up codes

Answer: B,C

Question: 4

Which features differentiate GPR from legacy queue-based routing?
(Choose two)

- A. Uses agent ranks manually set by admins
- B. Relies on AI to predict best outcome
- C. Operates based solely on call duration
- D. Supports continuous learning from outcomes

Answer: B,D

Question: 5

While routing an interaction to an agent, how does Genesys Cloud route the interaction if the timeout period expires?

- A. The interactions are routed using the Standard ACD method.
- B. Bullseye routing method is used as the default routing method in this scenario.
- C. The interactions are routed using the predefined fallback routing method.
- D. The interaction is automatically rejected and returned to the customer.

Answer: C

Question: 6

From which Genesys Cloud sections can you access GPE analytics?
(Choose two)

- A. Documents
- B. Directory
- C. Performance
- D. Admin

Answer: C,D

Question: 7

To utilize predictive routing to its best potential, at least _____ days of data is required.

- A. 30
- B. 60
- C. 90
- D. 120

Answer: C

Question: 8

Whenever you open an action map, it opens in _____ mode by default.

- A. View
- B. Delete
- C. Duplicate
- D. Edit

Answer: D

Question: 9

Which two export formats are supported when exporting GPE reports?
(Choose two)

- A. HTML
- B. Excel (XLSX)
- C. PDF
- D. PowerPoint

Answer: B,C

Question: 10

_____ identify visitors based on characteristics like location, browser, device type, etc.

- A. Visitor attributes
- B. Custom attributes
- C. Visitor journey attributes
- D. Campaign attributes

Answer: A



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