

Genesys GCX-AI-GPE

Cloud CX AI-GPE and GPR Certification

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Latest Version: 6.0

Question: 1

What does the "frequency cap" setting control in an action map?

Response:

- A. The number of agents assigned to the map
- B. The number of simultaneous offers per visitor
- C. The maximum times an action can trigger for a visitor
- D. The engagement queue overflow limit

Answer: C

Question: 2

Which features differentiate GPR from legacy queue-based routing?

(Choose two)

Response:

- 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: 3

Running a benefit assessment incurs no cost.

(True/False)

Response:

- A. True
- B. False

Answer: A

Question: 4

What can be indicators of GPR effectiveness in the Detail View?

(Choose two)

Response:

- A. Decline in first call resolution
- B. Stable or improved customer satisfaction
- C. Increase in transfer rate
- D. Reduced average talk time

Answer: B,D

Question: 5

What type of data does Genesys Predictive Routing primarily evaluate to make routing decisions?

Response:

- A. Real-time agent availability
- B. Historical and real-time interaction data
- C. Network latency data
- D. Forecasted traffic volumes

Answer: B

Question: 6

Which setting in an action map defines the visitor audience eligible for engagement?

Response:

- A. Outcome threshold
- B. Segment filter
- C. Traffic source group
- D. Messenger configuration

Answer: B

Question: 7

From which Genesys Cloud sections can you access GPE analytics?

(Choose two)

Response:

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

Answer: C,D

Question: 8

In the Journey Panel, what does the lightning bolt icon typically indicate?
Response:

- A. High agent satisfaction
- B. Abandoned session
- C. Triggered action map
- D. Visitor error

Answer: C

Question: 9

What happens if the condition set in an action map is no longer met during the visitor session?
Response:

- A. The action map deactivates the segment
- B. The engagement is queued for later
- C. The action map won't trigger the engagement
- D. The engagement executes with reduced confidence

Answer: C

Question: 10

Which two digital channels can be tracked as part of a customer journey in Genesys Predictive Engagement?
(Choose two)
Response:

- A. Web chat via Messenger
- B. Fax over IP
- C. Website clickstream
- D. SIP-to-SIP handoff

Answer: A,C

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