

# Genesys GC-AI-DB

Cloud AI Digital Bots and Knowledge Certification

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# Latest Version: 6.0

## Question: 1

Which element is mandatory when creating a new knowledge base in Genesys Cloud?  
Response:

- A. Linked digital bot flow
- B. Supported language selection
- C. Minimum of 5 articles
- D. Knowledge portal URL

**Answer: A**

## Question: 2

Before you can mine intents, what must be configured in Genesys Cloud?

- A. A published voice bot flow
- B. Active knowledge portal
- C. Recording and transcription of conversations
- D. Predictive engagement segments

**Answer: C**

## Question: 3

Which two performance metrics are available within the Optimization Dashboard?  
(Choose two)

- A. Response time per message
- B. Average session duration
- C. Conversion rate
- D. Queue overflow count

**Answer: B,C**

## Question: 4

Which Genesys Cloud bot type is best suited for automating routine tasks within messaging channels like web chat and social messaging?

- A. Dialog Engine Bot
- B. Digital Bot Flow
- C. IVR Voice Bot
- D. Architect Call Flow

**Answer: B**

### Question: 5

What is the primary purpose of the Knowledge Optimizer in Genesys Cloud?

- A. To configure routing for voice bots
- B. To monitor queue performance for agents
- C. To identify gaps in knowledge articles through unanswered queries
- D. To auto-publish knowledge bases

**Answer: C**

### Question: 6

Which two tasks are involved in ending a bot flow correctly?  
(Choose two)

- A. Use "Disconnect" action
- B. Export bot session logs
- C. Reset all flow variables
- D. Confirm that the bot has fulfilled its purpose

**Answer: A,D**

### Question: 7

Which user role typically uses the Knowledge Optimizer to improve knowledge article coverage?

- A. Workforce Analyst
- B. Bot Developer
- C. Knowledge Administrator
- D. Telephony Engineer

**Answer: C**

### Question: 8

A digital bot can use more than one knowledge base simultaneously to deliver multi-topic content.

- A. FALSE
- B. TRUE

**Answer: A**

### Question: 9

What is the primary function of the Knowledge Portal in Genesys Cloud?

- A. To analyze abandoned digital interactions
- B. To display knowledge base articles to end users
- C. To configure bot-to-agent routing rules
- D. To manage queue assignments for bots

**Answer: B**

### Question: 10

When is a fallback intent triggered in a digital bot?

- A. When user disconnects suddenly
- B. When the bot reaches end of flow
- C. When no intent matches the user's input
- D. When an invalid variable type is detected

**Answer: C**

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