

Genesys GC-AI-DB

Cloud AI Digital Bots and Knowledge Certification

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Latest Version: 6.0

Question: 1

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

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

Answer: C

Question: 2

Which two roles are primarily responsible for configuring bots with Knowledge Workbench?
(Choose two)
Response:

- A. Conversation Designers
- B. Knowledge Authors
- C. IVR Engineers
- D. Messenger Channel Admins

Answer: A,B

Question: 3

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

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

Answer: B

Question: 4

What metric indicates how often users disengage from a bot before completing its intended path?

Response:

- A. CSAT score
- B. Transfer rate
- C. Abandonment rate
- D. Sentiment score

Answer: C

Question: 5

Which two actions can a knowledge manager take after reviewing the top unanswered queries?

(Choose two)

Response:

- A. Auto-reply using chatbot APIs
- B. Add relevant knowledge articles
- C. Merge similar queries into a topic
- D. Create bot error logs

Answer: B,C

Question: 6

Which two conditions must be met for a bot to return relevant knowledge articles?

(Choose two)

Response:

- A. Bot is linked to a queue
- B. Call Knowledge action is placed in the flow
- C. Knowledge base is active and published
- D. Session disconnect is enabled

Answer: B,C

Question: 7

Which of the following actions can be used to dynamically set values during a bot session?

Response:

- A. Transfer to ACD
- B. Set Variable
- C. Bot Import
- D. Execute IVR Script

Answer: B

Question: 8

Which two performance metrics are available within the Optimization Dashboard?

(Choose two)

Response:

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

Answer: B,C

Question: 9

What are two core steps in publishing a knowledge base?

(Choose two)

Response:

- A. Validate the articles
- B. Schedule agent shifts
- C. Submit for approval
- D. Click "Publish" after successful validation

Answer: A,D

Question: 10

Which two features help improve decision logic in a bot flow?

(Choose two)

Response:

- A. Evaluate Condition action
- B. Dynamic transcription
- C. Data tables
- D. Collect Feedback action

Answer: A,C

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