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My Review On Genesys GCX-AI-GPE Exam Questions

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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q88-Q93):

NEW QUESTION # 88

When analyzing GPR performance, which two filters help narrow insights?

(Choose two)

Response:

- A. Business outcome
- B. Preferred language
- C. Interaction media type

- D. Agent birthday

Answer: A,C

NEW QUESTION # 89

Which two types of interaction data are shown to agents in the Journey Panel?

(Choose two)

Response:

- A. Visitor's operating system logs
- B. Page dwell times

Answer: B

NEW QUESTION # 90

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

(Choose two)

Response:

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

Answer: A,D

NEW QUESTION # 91

Which of the following must be defined when enabling Predictive Routing for a queue?

Response:

- A. Business outcome to optimize
- B. Daily routing limits
- C. Minimum number of agents
- D. Average handle time

Answer: A

NEW QUESTION # 92

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

Response:

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

Answer: D

NEW QUESTION # 93

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