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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q68-Q73):

### NEW QUESTION # 68

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

(Choose two)

Response:

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

**Answer: B,C**

#### **NEW QUESTION # 69**

Which two configurations are required when creating a new action map?

(Choose two)

Response:

- A. Engagement window size
- B. Target segment
- C. Engagement action type
- D. Language pack

**Answer: B,C**

#### **NEW QUESTION # 70**

Which two insights can an agent gain from a visitor's interaction history?

(Choose two)

Response:

- A. Internal server processing times
- B. Visitor scroll patterns
- C. Which action maps previously triggered
- D. Outcome scores per page

**Answer: B,C**

#### **NEW QUESTION # 71**

Which Genesys Cloud interface allows agents to view a customer's digital journey in real-time?

Response:

- A. Interaction Details View
- B. Architect
- C. Workforce Engagement Panel
- D. Predictive Engagement Journey Panel

**Answer: D**

#### **NEW QUESTION # 72**

Which two characteristics describe content offers in Predictive Engagement?

(Choose two)

Response:

- A. Delivered based on visitor behavior
- B. Can be personalized using attributes
- C. Automatically adjust voice prompts
- D. Require queue assignment

**Answer: A,B**



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