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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q73-Q78):

### NEW QUESTION # 73

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

Response:

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

**Answer: B**

#### NEW QUESTION # 74

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**

#### NEW QUESTION # 75

Which metric is most commonly analyzed in GPR test results to determine its effectiveness?  
Response:

- A. Average handle time (AHT)
- B. Outcome uplift percentage
- C. Number of active agents
- D. Predicted agent sentiment

**Answer: B**

#### NEW QUESTION # 76

Which report type allows users to compare queues using GPR with those using standard routing?  
Response:

- A. Contact List Summary Report
- B. Queue Comparison Report
- C. Skill-Based Routing Audit Log
- D. Agent Schedule Adherence Report

**Answer: B**

#### NEW QUESTION # 77

Which of the following is NOT a valid action in a GPE Action Map?  
Response:

- A. Initiate a web chat
- B. Trigger a webhook
- C. Launch a voice IVR
- D. Display a content offer

**Answer: C**

#### NEW QUESTION # 78

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