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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q78-Q83):

NEW QUESTION # 78

Which two insights can be gained from the Visitor Activity Report?

(Choose two)

Response:

- A. Agent handle time
- B. Visitor session duration
- C. Agent-to-visitor chat sentiment

- D. Engagement triggers fired

Answer: B,D

NEW QUESTION # 79

What are two purposes of creating segments in GPE?

(Choose two)

Response:

- A. Group visitors based on behavior
- B. Limit bot escalation
- C. Trigger real-time messages
- D. Track agent idle time

Answer: A,C

NEW QUESTION # 80

Which are AI-related capabilities used in Genesys Predictive Routing?

(Choose two)

Response:

- A. Sentiment-based agent scheduling
- B. Predictive web tracking
- C. AI-driven outcome prediction
- D. Intelligent agent selection

Answer: C,D

NEW QUESTION # 81

Which two characteristics are core to how GPE operates?

(Choose two)

Response:

- A. Real-time visitor monitoring
- B. Manual prioritization of agent scripts
- C. AI-based prediction of outcomes
- D. Automatic firewall configuration

Answer: A,C

NEW QUESTION # 82

Which two actions are part of outcome creation in Predictive Engagement?

(Choose two)

Response:

- A. Enable conversion tracking
- B. Set threshold values for agents
- C. Define success events (e.g., form submission)
- D. Choose outcome categories

Answer: A,C

NEW QUESTION # 83

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