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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q48-Q53):

NEW QUESTION # 48

Which two engagement types are typically part of a cross-channel journey?

(Choose two)

Response:

- A. Phone queue transfer to outbound fax
- B. **Web engagement to agent chat**
- C. Database event to WFM rule
- D. Page view to content offer

Answer: B,D

NEW QUESTION # 49

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

Response:

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

Answer: C

NEW QUESTION # 50

Which of the following can be used to trigger an action map?

Response:

- A. **Visitor behavior such as time on page or cart abandonment**
- B. Agent's time since last interaction
- C. Scheduled report generation
- D. Number of outbound calls completed

Answer: A

NEW QUESTION # 51

What role does the outcome score play in predictive engagement?

Response:

- A. Determines skill assignment
- B. Measures agent satisfaction
- C. Predicts queue overflow
- D. **Indicates probability of achieving an outcome**

Answer: D

NEW QUESTION # 52

Which of the following qualifies as a content offer in Predictive Engagement?

Response:

- A. Real-time WFM alerts
- B. System health notifications
- C. Agent performance feedback
- D. **A proactive discount banner triggered by behavior**

Answer: D

NEW QUESTION # 53

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