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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q93-Q98):

### NEW QUESTION # 93

Predictive Engagement reports in Genesys Cloud can be scheduled for automated delivery.

(True/False)

Response:

- A. True
- B. False

Answer: A

### NEW QUESTION # 94

Which two types of data are commonly collected through GPE web tracking?

(Choose two)

Response:

- A. Number of calls transferred
- **B. Clickstream behavior**
- C. Agent chat transcripts
- **D. Page views and dwell time**

**Answer: B,D**

#### **NEW QUESTION # 95**

Which two settings are configured to launch Genesys Messenger on a website?

(Choose two)

Response:

- A. Campaign budget allocation
- **B. Domain whitelisting**
- C. Agent skill mappings
- **D. Messenger theme selection**

**Answer: B,D**

#### **NEW QUESTION # 96**

Which two reporting features are available for Predictive Routing in Genesys Cloud?

(Choose two)

Response:

- **A. Visualization in historical dashboards**
- **B. Export to Excel or CSV**
- C. Manual routing overrides
- D. Predictive model source code

**Answer: A,B**

#### **NEW QUESTION # 97**

To utilize predictive routing to its best potential, at least \_\_\_\_\_ days of data is required.

Response:

- A. 0
- B. 1
- **C. 2**
- D. 3

**Answer: C**

#### **NEW QUESTION # 98**

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