

GCX-AI-GPE Test Pdf | GCX-AI-GPE New Dumps Files



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

NEW QUESTION # 68

A queue can only use Predictive Routing after 30 days of historical data has been collected.

(True/False)

Response:

- A. True
- B. False

Answer: B

NEW QUESTION # 69

Which two export formats are supported when exporting GPE reports?

(Choose two)

Response:

- A. HTML
- B. PowerPoint
- C. Excel (XLSX)
- D. PDF

Answer: C,D

NEW QUESTION # 70

Content offers in Predictive Engagement can only be triggered manually by agents.

(True/False)

Response:

- A. True
- B. False

Answer: B

NEW QUESTION # 71

Which two digital channels can be tracked as part of a customer journey in Genesys Predictive Engagement?

(Choose two)

Response:

- A. Website clickstream
- B. Fax over IP
- C. SIP-to-SIP handoff
- D. Web chat via Messenger

Answer: A,D

NEW QUESTION # 72

Which two types of visitor behavior can be used to trigger an action map?

(Choose two)

Response:

- A. Exit intent
- B. Page dwell time
- C. Agent availability
- D. Daily call quota

Answer: A,B

NEW QUESTION # 73

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