

# GCX-AI-GPE Valid Brindumps Ebook | GCX-AI-GPE Learning Materials



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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q49-Q54):

### NEW QUESTION # 49

Which Genesys Cloud interface allows agents to view a customer's digital journey in real-time?

Response:

- A. Predictive Engagement Journey Panel
- B. Architect
- C. Interaction Details View

- D. Workforce Engagement Panel

**Answer: A**

**NEW QUESTION # 50**

When creating a new queue in Genesys Cloud for Predictive Routing, which of the following is required?  
Response:

- A. Segment membership rules
- B. At least one outbound campaign
- **C. A routing method selection**
- D. Historical customer satisfaction scores

**Answer: C**

**NEW QUESTION # 51**

Customer journey information is NOT available on which of the following channels?  
(Choose three answers)  
Response:

- **A. Agent-initiated callbacks**
- **B. Agentless email notifications**
- **C. Instagram DM**
- D. Web messaging

**Answer: A,B,C**

**NEW QUESTION # 52**

Which of the following must be defined when enabling Predictive Routing for a queue?  
Response:

- A. Minimum number of agents
- B. Average handle time
- **C. Business outcome to optimize**
- D. Daily routing limits

**Answer: C**

**NEW QUESTION # 53**

A queue can only use Predictive Routing after 30 days of historical data has been collected.  
(True/False)  
Response:

- **A. False**
- B. True

**Answer: A**

**NEW QUESTION # 54**

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