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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q59-Q64):

NEW QUESTION # 59

In the Journey Panel, what does the lightning bolt icon typically indicate?

Response:

- **A. Triggered action map**
- B. Abandoned session
- C. High agent satisfaction
- D. Visitor error

Answer: A

NEW QUESTION # 60

Which two characteristics describe content offers in Predictive Engagement?

(Choose two)

Response:

- A. Automatically adjust voice prompts
- **B. Can be personalized using attributes**
- **C. Delivered based on visitor behavior**
- D. Require queue assignment

Answer: B,C

NEW QUESTION # 61

Which data points are critical for running a GPR benefit assessment?

(Choose two)

Response:

- **A. Historical interaction volume**
- B. IVR script text
- **C. Historical routing outcomes**
- D. Number of agents logged in

Answer: A,C

NEW QUESTION # 62

What does a high segment drop-off rate typically indicate?

Response:

- A. Accurate journey prediction
- B. A successful targeting strategy
- C. Overloaded agent queues
- **D. Visitors are exiting before meaningful engagement**

Answer: D

NEW QUESTION # 63

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

(Choose two)

Response:

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

Answer: B,C

NEW QUESTION # 64

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