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Genesys GCX-AI-GPE Exam Syllabus Topics:

Section	Objectives
	- Configuration and behavior tracking
Topic 1: Genesys Predictive Engagement (GPE)	1. Visitor activity tracking and segmentation 2. Action maps and outcomes
	- Genesys Cloud CX ecosystem integration
Topic 2: Integration and Implementation	1. API-based configuration and deployment 2. CRM and third-party system integration
	- AI-driven customer engagement concepts
Topic 3: AI & Customer Experience Fundamentals	1. Predictive intent and customer journey optimization 2. AI in contact center efficiency and personalization
	- Reporting and optimization
Topic 4: Data, Analytics, and Governance	1. Ethical AI and data governance considerations 2. Engagement and routing performance metrics
	- AI-based routing logic
Topic 5: Genesys Predictive Routing (GPR)	1. Skill-based vs predictive routing comparison 2. Routing optimization and performance tuning
	- Bot and virtual agent integration
Topic 6: Conversational AI and Automation	1. NLU concepts (intents, utterances, entities) 2. Bot flows and escalation handling

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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q53-Q58):

NEW QUESTION # 53

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 # 54

Which two insights can be gained from the Visitor Activity Report?

(Choose two)

Response:

- A. Agent handle time
- **B. Engagement triggers fired**
- **C. Visitor session duration**
- D. Agent-to-visitor chat sentiment

Answer: B,C

NEW QUESTION # 55

Which area in Genesys Cloud provides analytics specifically for Predictive Engagement activities?

Response:

- **A. Action Map Analytics Dashboard**
- B. Script Editor Analytics View
- C. SIP Trunk Statistics Panel
- D. Workforce Management Dashboard

Answer: A

NEW QUESTION # 56

Which two of the following are valid terminologies in the GPE system?

(Choose two)

Response:

- A. Visitor Engagement Language
- **B. Outcomes**
- **C. Journey Timeline**
- D. Predictive Trunk Groups

Answer: B,C

NEW QUESTION # 57

Which types of events can contribute to a visitor's journey record in Genesys Predictive Engagement?

Response:

- A. Only events that involve a live agent
- **B. Website behaviors like clicks and form submissions**
- C. Database schema updates
- D. Only system-generated call logs

Answer: B

NEW QUESTION # 58

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