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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q92-Q97):

### NEW QUESTION # 92

What does a decrease in Average Handle Time (AHT) in the Queue Detail View suggest after enabling GPR?

Response:

- A. Higher routing error rates
- B. Reduced queue depth
- C. More efficient agent routing
- D. Agents are working less

Answer: C

### NEW QUESTION # 93

Predictive Routing only works for voice interactions and is not supported for digital channels.

(True/False)

Response:

- A. True
- B. False

**Answer: B**

#### NEW QUESTION # 94

What are two purposes of creating segments in GPE?

(Choose two)

Response:

- A. Group visitors based on behavior
- B. Trigger real-time messages
- C. Limit bot escalation
- D. Track agent idle time

**Answer: A,B**

#### NEW QUESTION # 95

Which prerequisite must be met before launching a GPR benefit assessment in Genesys Cloud CX?

Response:

- A. All agents must be certified in predictive engagement
- B. A queue with sufficient historical interaction data
- C. The organization must have enabled historical analytics
- D. Genesys Cloud AI premium add-on must be disabled

**Answer: B**

#### NEW QUESTION # 96

In a Genesys Cloud queue configured with Predictive Routing, what occurs if the AI model cannot determine a high-confidence match?

Response:

- A. The queue is paused automatically
- B. Routing falls back to the standard method
- C. The agent selection is made randomly
- D. The interaction is sent to voicemail

**Answer: B**

#### NEW QUESTION # 97

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