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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q65-Q70):

NEW QUESTION # 65

Which features differentiate GPR from legacy queue-based routing?

(Choose two)

Response:

- A. Supports continuous learning from outcomes
- B. Relies on AI to predict best outcome
- C. Operates based solely on call duration
- D. Uses agent ranks manually set by admins

Answer: A,B

NEW QUESTION # 66

After a successful test and validation, how is Predictive Routing activated in Genesys Cloud CX?

Response:

- A. Through API integration with the IVR
- **B. By toggling the activation switch on the queue configuration page**
- C. Migrating all calls to Genesys Messenger
- D. Assigning GPR permissions to agents

Answer: B

NEW QUESTION # 67

What does the "frequency cap" setting control in an action map?

Response:

- A. The number of simultaneous offers per visitor
- **B. The maximum times an action can trigger for a visitor**
- C. The number of agents assigned to the map
- D. The engagement queue overflow limit

Answer: B

NEW QUESTION # 68

Which two benefits does the Journey Panel offer to agents?

(Choose two)

Response:

- **A. Increased personalization**
- B. Automated time tracking
- C. Triggering new firewall rules
- **D. Real-time visitor context**

Answer: A,D

NEW QUESTION # 69

What role does the outcome score play in predictive engagement?

Response:

- A. Determines skill assignment
- **B. Indicates probability of achieving an outcome**
- C. Measures agent satisfaction
- D. Predicts queue overflow

Answer: B

NEW QUESTION # 70

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