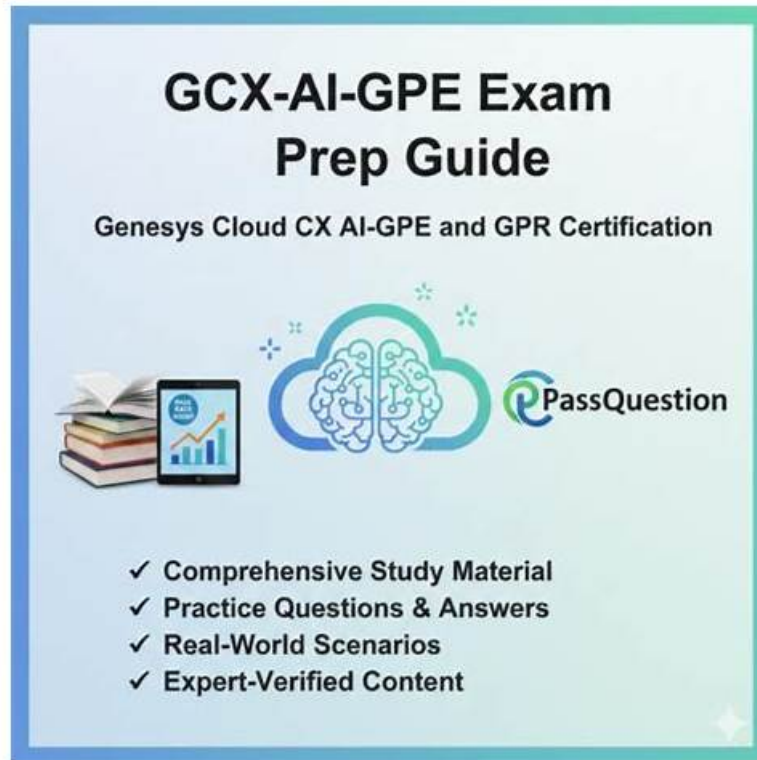


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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q91-Q96):

NEW QUESTION # 91

Which tool within Genesys Cloud provides access to Predictive Routing performance metrics?

Response:

- A. Workforce Management
- **B. Queue Performance Dashboard**
- C. Analytics API
- D. Interaction Details View

Answer: B

NEW QUESTION # 92

Which platform component is used to configure digital messaging for GPE in Genesys Cloud?

Response:

- **A. Admin > Messenger in Genesys Cloud**
- B. Architect Flow Designer
- C. Messenger Admin Tool
- D. Data Actions Integrations

Answer: A

NEW QUESTION # 93

What is the primary function of an Action Map in Predictive Engagement?

Response:

- A. To track queue length metrics
- **B. To define when and how to engage a visitor**
- C. To assign agents to digital channels
- D. To forecast staffing requirements

Answer: B

NEW QUESTION # 94

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

Response:

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

Answer: C

NEW QUESTION # 95

When setting up a Predictive Routing queue, which two conditions should ideally be met for optimal performance?

Response:

- A. High agent turnover
- **B. Consistent outcome tagging**
- **C. Large volume of historical data**
- D. Minimal use of wrap-up codes

Answer: B,C

NEW QUESTION # 96

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God wants me to be a person who have strength, rather than a good-looking doll. When I chose the IT industry I have proven to

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