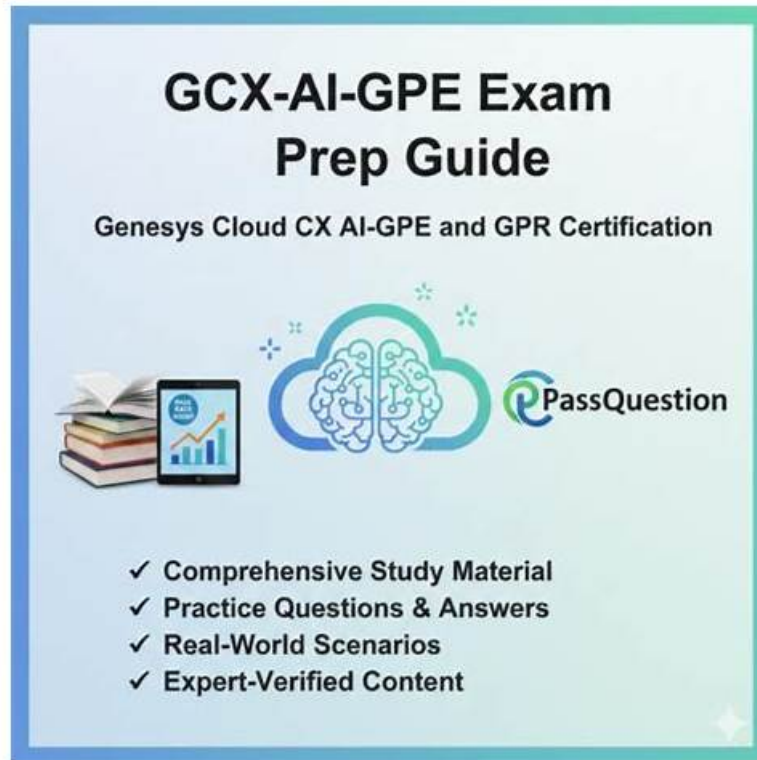


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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q45-Q50):

NEW QUESTION # 45

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

Response:

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

Answer: A

NEW QUESTION # 46

Which two characteristics describe content offers in Predictive Engagement?

(Choose two)

Response:

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

Answer: C,D

NEW QUESTION # 47

Which metric helps identify how well an action map performs in influencing outcomes?

Response:

- A. Visitor page views
- B. GPR confidence score
- C. Skill evaluation ratio
- D. Offer conversion rate

Answer: D

NEW QUESTION # 48

Which two types of data are commonly collected through GPE web tracking?

(Choose two)

Response:

- A. Number of calls transferred
- B. Agent chat transcripts
- C. Clickstream behavior
- D. Page views and dwell time

Answer: C,D

NEW QUESTION # 49

Which performance metric is specifically used to compare outcomes between GPR and legacy routing methods?

Response:

- A. Agent escalation rate
- B. Routing decision delay
- C. Customer sentiment ratio
- D. Outcome uplift percentage

Answer: D

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