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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q18-Q23):

NEW QUESTION # 18

Which two best practices apply when managing multiple action maps?

(Choose two)

Response:

- **A. Set clear priority rankings**
- B. Assign all to the same segment
- C. Add routing script overrides
- **D. Avoid overlapping targeting rules**

Answer: A,D

NEW QUESTION # 19

Which features differentiate GPR from legacy queue-based routing?

(Choose two)

Response:

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

Answer: A,D

NEW QUESTION # 20

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

Response:

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

Answer: A

NEW QUESTION # 21

Genesys Cloud automatically generates monthly reports for queues using GPR.

(True/False)

Response:

- A. True
- B. False

Answer: B

NEW QUESTION # 22

In the Journey Panel, what does the lightning bolt icon typically indicate?

Response:

- A. Triggered action map
- B. High agent satisfaction
- C. Abandoned session
- D. Visitor error

Answer: A

NEW QUESTION # 23

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