

Cloud CX AI-GPE and GPR Certification Updated Torrent - GCX-AI-GPE exam pdf & Cloud CX AI-GPE and GPR Certification Practice questions



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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q107-Q112):

NEW QUESTION # 107

Which two types of interaction data are shown to agents in the Journey Panel?

(Choose two)

Response:

- A. Visitor's operating system logs
- B. Page dwell times

Answer: B

NEW QUESTION # 108

Which two goals can GPE analytics help organizations achieve?

(Choose two)

Response:

- A. Optimize visitor engagement timing
- B. Improve digital conversion rates
- C. Reduce hardware usage
- D. Increase agent call time

Answer: A,B

NEW QUESTION # 109

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

(Choose two)

Response:

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

Answer: C,D

NEW QUESTION # 110

Which two types of content can be delivered through content offers in action maps?

(Choose two)

Response:

- A. Agent voicemail recordings
- B. Predictive outcome scores
- C. Pop-up coupons
- D. Promotional banners

Answer: C,D

NEW QUESTION # 111

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. Supports continuous learning from outcomes
- D. Operates based solely on call duration

Answer: A,C

NEW QUESTION # 112

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