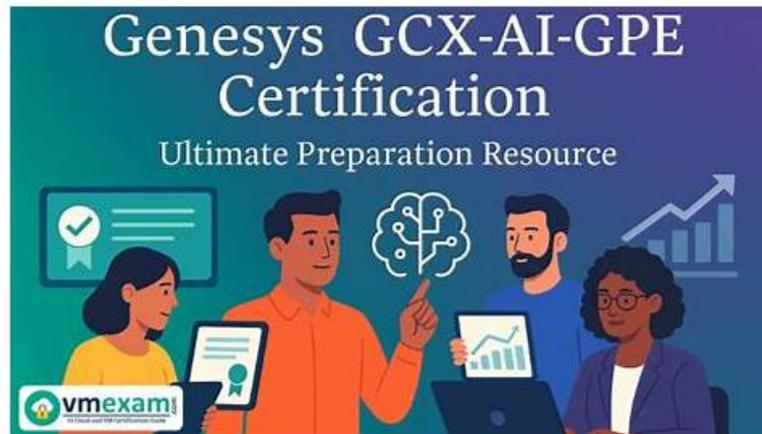


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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q112-Q117):

NEW QUESTION # 112

Which two characteristics describe content offers in Predictive Engagement?

(Choose two)

Response:

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

Answer: A,D

NEW QUESTION # 113

Which of the following can be used to trigger an action map?

Response:

- A. Agent's time since last interaction
- B. Scheduled report generation
- C. Number of outbound calls completed
- **D. Visitor behavior such as time on page or cart abandonment**

Answer: D

NEW QUESTION # 114

In the Queue Impact View, which KPI would most likely be tracked for a sales-focused outcome?

Response:

- **A. Conversion rate**
- B. Transfer rate
- C. Sentiment score
- D. Wait time

Answer: A

NEW QUESTION # 115

What must be deployed to a website to enable web tracking for Predictive Engagement?

Response:

- A. Predictive Router Agent
- **B. GPE tracking snippet (JavaScript)**
- C. SIP trunk
- D. WebRTC gateway

Answer: B

NEW QUESTION # 116

Which routing method distributes interactions based on the longest time since the agent last handled an interaction?

Response:

- **A. Most Idle Routing**
- B. Predictive Routing
- C. Last Agent Routing
- D. Standard Routing

Answer: A

NEW QUESTION # 117

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