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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q105-Q110):

NEW QUESTION # 105

While routing an interaction to an agent, how does Genesys Cloud route the interaction if the timeout period expires?

Response:

- A. The interactions are routed using the predefined fallback routing method.
- B. The interactions are routed using the Standard ACD method.
- C. Bullseye routing method is used as the default routing method in this scenario.
- D. The interaction is automatically rejected and returned to the customer.

Answer: A

NEW QUESTION # 106

Which two insights can be gained from the Visitor Activity Report?

(Choose two)

Response:

- A. Agent handle time
- B. Engagement triggers fired
- C. Agent-to-visitor chat sentiment
- D. Visitor session duration

Answer: B,D

NEW QUESTION # 107

Which are valid actions to take after completing a successful GPR test?

(Choose two)

Response:

- A. Archive the queue data
- B. Disable AI for future calls
- C. Notify supervisors of routing change
- D. Enable GPR from the queue config

Answer: C,D

NEW QUESTION # 108

Which two configurations are required when creating a new action map?

(Choose two)

Response:

- A. Target segment
- B. Language pack
- C. Engagement action type
- D. Engagement window size

Answer: A,C

NEW QUESTION # 109

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

Response:

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

Answer: D

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