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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q32-Q37):

NEW QUESTION # 32

What does the "frequency cap" setting control in an action map?

Response:

- A. The engagement queue overflow limit
- B. The maximum times an action can trigger for a visitor
- C. The number of simultaneous offers per visitor

- D. The number of agents assigned to the map

Answer: B

NEW QUESTION # 33

Action maps can be prioritized to control which engagement is shown first when multiple maps are eligible.
(True/False)

Response:

- **A. True**
- B. False

Answer: A

NEW QUESTION # 34

Which two data types are evaluated by the AI model to predict routing outcomes?
(Choose two)

Response:

- **A. Agent handle time trends**
- **B. Customer sentiment data**
- C. Number of agent certifications
- D. Interaction timestamps

Answer: A,B

NEW QUESTION # 35

When creating a new queue in Genesys Cloud for Predictive Routing, which of the following is required?

Response:

- A. Segment membership rules
- B. At least one outbound campaign
- C. Historical customer satisfaction scores
- **D. A routing method selection**

Answer: D

NEW QUESTION # 36

In GPE, what is a "Journey"?

Response:

- A. A summary report of daily routing activity
- B. A list of queue transfers within IVR
- C. A training module for GPE AI models
- **D. The path a visitor takes across touchpoints and channels**

Answer: D

NEW QUESTION # 37

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