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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q59-Q64):

NEW QUESTION # 59

What type of metrics can be viewed in an Action Map Report?

Response:

- A. Call duration and hold time

- B. Bot-to-agent transfer count
- C. Agent logins and shift adherence
- D. Offer impressions, acceptances, and conversion rate

Answer: D

NEW QUESTION # 60

Content offers in Predictive Engagement can only be triggered manually by agents.
(True/False)

Response:

- A. True
- B. False

Answer: B

NEW QUESTION # 61

Which Genesys Cloud interface allows agents to view a customer's digital journey in real-time?

Response:

- A. Workforce Engagement Panel
- B. Interaction Details View
- C. Architect
- D. Predictive Engagement Journey Panel

Answer: D

NEW QUESTION # 62

Which two engagement types are typically part of a cross-channel journey?

(Choose two)

Response:

- A. Page view to content offer
- B. Phone queue transfer to outbound fax
- C. Database event to WFM rule
- D. Web engagement to agent chat

Answer: A,D

NEW QUESTION # 63

Which two components can be modified post-queue creation to fine-tune Predictive Routing?

(Choose two)

Response:

- A. Business outcome
- B. Agent user ID
- C. Wait time thresholds
- D. AI model weight configurations

Answer: A,C

NEW QUESTION # 64

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AI-GPE certification is for anyone new to the industry. Whether you have just graduated from college, making a career change, already working in the sector, or searching for new ways to progress, the Genesys GCX-AI-GPE Certification is ideal for you. If you want to appear in the GCX-AI-GPE test of Genesys GCX-AI-GPE certification, you should have basic hands-on experience.

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