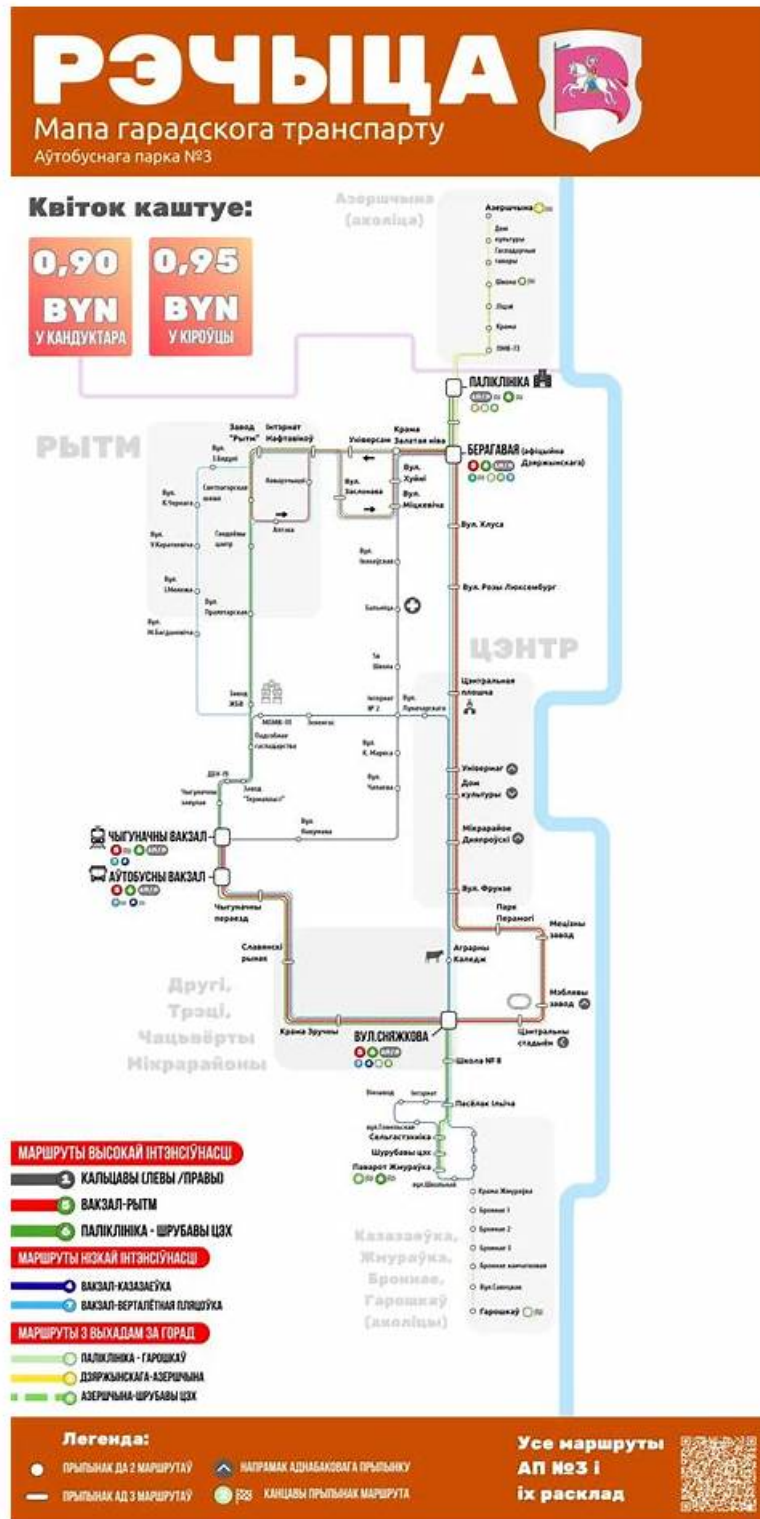


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NEW QUESTION # 13

Which area in Genesys Cloud provides analytics specifically for Predictive Engagement activities?

Response:

- A. Workforce Management Dashboard
- B. SIP Trunk Statistics Panel
- C. Action Map Analytics Dashboard
- D. Script Editor Analytics View

Answer: C

NEW QUESTION # 14

Which two settings are configured to launch Genesys Messenger on a website?

(Choose two)

Response:

- A. Campaign budget allocation
- B. Agent skill mappings
- C. Domain whitelisting
- D. Messenger theme selection

Answer: C,D

NEW QUESTION # 15

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

NEW QUESTION # 16

Which are AI-related capabilities used in Genesys Predictive Routing?

(Choose two)

Response:

- A. AI-driven outcome prediction
- B. Intelligent agent selection
- C. Sentiment-based agent scheduling
- D. Predictive web tracking

Answer: A,B

NEW QUESTION # 17

Which two characteristics describe content offers in Predictive Engagement?

(Choose two)

Response:

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

Answer: A,B

NEW QUESTION # 18

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