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## Genesys GCX-AI-GPE Exam Questions 2026 - Instant Access, just revised

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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q17-Q22):

### NEW QUESTION # 17

Which data points are critical for running a GPR benefit assessment?

(Choose two)

Response:

- A. Historical routing outcomes
- B. Number of agents logged in
- C. Historical interaction volume
- D. IVR script text

**Answer: A,C**

#### **NEW QUESTION # 18**

What type of data does Genesys Predictive Routing primarily evaluate to make routing decisions?

Response:

- A. Historical and real-time interaction data
- B. Forecasted traffic volumes
- C. Real-time agent availability
- D. Network latency data

**Answer: A**

#### **NEW QUESTION # 19**

Whenever you open an action map, it opens in \_\_\_\_\_ mode by default.

Response:

- A. Delete
- B. View
- C. Duplicate
- D. Edit

**Answer: D**

#### **NEW QUESTION # 20**

Unoffered actions are actions that neither qualify nor are offered to website visitors.

Response:

- A. True
- B. False

**Answer: B**

#### **NEW QUESTION # 21**

Which two types of engagements can action maps initiate?

(Choose two)

Response:

- A. Email routing
- B. Agent voicemail
- C. Content offer
- D. Web chat

**Answer: C,D**

#### **NEW QUESTION # 22**

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