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Genesys GCX-AI-GPE Exam Syllabus Topics:

Section	Weight	Objectives
AI Fundamentals in Genesys Cloud CX	15%	- Core AI concepts for customer engagement - AI architecture and integration within Genesys Cloud CX - Overview of Predictive Engagement (GPE) and Predictive Routing (GPR) - Getting started and prerequisites
Predictive Routing (GPR) Implementation	40%	- Configuration and setup of GPR - Testing, validation, and deployment - Performance monitoring and reporting - Data preparation and model training
Predictive Engagement (GPE) Implementation	45%	- Defining customer segments and engagement strategies - Optimization and continuous improvement - Setup and configuration basics - Agent experience and real-time insights - Creating and managing action maps

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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q65-Q70):

NEW QUESTION # 65

Where can agents find predictive scores about a visitor's likelihood to achieve a defined business outcome?

Response:

- A. Within the Journey Panel in the agent UI
- B. In the Messenger Admin Panel
- C. Inside the Workforce Management dashboard
- D. Under "Agent Scripts"

Answer: A

NEW QUESTION # 66

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

(Choose two)

Response:

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

Answer: C,D

NEW QUESTION # 67

Which two insights can be derived from the Queue Detail View?

(Choose two)

Response:

- A. Interaction outcome distribution
- B. AI model training accuracy
- C. GPR usage trend over time
- D. Agent sentiment consistency

Answer: A,C

NEW QUESTION # 68

Which two digital channels can be tracked as part of a customer journey in Genesys Predictive Engagement?

(Choose two)

Response:

- A. SIP-to-SIP handoff
- B. Web chat via Messenger
- C. Website clickstream
- D. Fax over IP

Answer: B,C

NEW QUESTION # 69

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

Response:

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

Answer: B,C

NEW QUESTION # 70

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