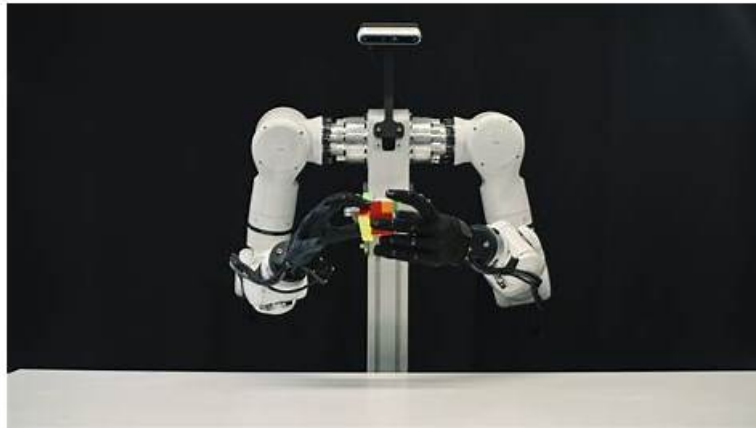


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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q72-Q77):

NEW QUESTION # 72

What does a high segment drop-off rate typically indicate?

Response:

- A. Overloaded agent queues
- **B. Visitors are exiting before meaningful engagement**
- C. A successful targeting strategy
- D. Accurate journey prediction

Answer: B

NEW QUESTION # 73

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

Response:

- A. True
- B. False

Answer: B

NEW QUESTION # 74

What are two purposes of creating segments in GPE?

(Choose two)

Response:

- A. Group visitors based on behavior
- B. Track agent idle time
- C. Trigger real-time messages
- D. Limit bot escalation

Answer: A,C

NEW QUESTION # 75

Which are valid actions to take after completing a successful GPR test?

(Choose two)

Response:

- A. Disable AI for future calls
- B. Notify supervisors of routing change
- C. Archive the queue data
- D. Enable GPR from the queue config

Answer: B,D

NEW QUESTION # 76

Predictive Engagement reports in Genesys Cloud can be scheduled for automated delivery.

(True/False)

Response:

- A. False
- B. True

Answer: B

NEW QUESTION # 77

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