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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q112-Q117):

NEW QUESTION # 112

Which two improvements should you look for after enabling GPR?

(Choose two)

Response:

- A. Increase in wait time
- B. Reduced call abandonment rate
- C. Higher outcome success rate

- D. Agent downtime metrics

Answer: B,C

NEW QUESTION # 113

Which of the following best describes the core purpose of Genesys Predictive Engagement (GPE)?

Response:

- A. Proactively engaging website visitors to influence outcomes
- B. Automating outbound call flows
- C. Forecasting agent schedules
- D. Automatically adjusting billing cycles for digital campaigns

Answer: A

NEW QUESTION # 114

Genesys Cloud manages customer journeys using separate platforms for Digital and Voice channels.

(True/False)

Response:

- A. True
- B. False

Answer: B

NEW QUESTION # 115

Customer journey information is NOT available on which of the following channels?

(Choose three answers)

Response:

- A. Web messaging
- B. Agentless email notifications
- C. Instagram DM
- D. Agent-initiated callbacks

Answer: B,C,D

NEW QUESTION # 116

The Journey Panel includes visual icons that represent different visitor events such as page views, engagements, and outcomes.

(True/False)

Response:

- A. True
- B. False

Answer: A

NEW QUESTION # 117

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