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Genesys GCX-AI-GPE Exam Syllabus Topics:

Section	Objectives
	- Getting Started • 1. Business Use Cases • 2. Overview of Predictive Routing • 3. AI-based Routing Concepts
Topic 1: Genesys Predictive Routing	- Configuration • 1. Performance Optimization • 2. Queue and Routing Configuration • 3. Predictive Routing Setup

- Reporting and Analytics

- 1. Engagement Analytics
- 2. Performance Reporting
- 3. AI-driven Insights

- Customer Journey for Agents

- 1. Journey Context
- 2. Customer Behavior Analysis
- 3. Agent Interaction Experience

Topic 2: Genesys Predictive Engagement - Action Maps

- 1. Customer Journey Triggers
- 2. Targeting and Engagement Rules
- 3. Action Map Configuration

- Setup and Configuration

- 1. Web Tracking and Visitor Identification
- 2. Predictive Engagement Fundamentals
- 3. Configuration of Engagement Features

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Reliable GCX-AI-GPE Study Notes - GCX-AI-GPE New Test Camp

The PDFVCE believes in customer satisfaction and strives hard to make the entire certification Genesys GCX-AI-GPE exam journey the easiest and most successful. To meet this goal the PDFVCE is offering the real, updated, and error-free Cloud CX AI-GPE and GPR Certification (GCX-AI-GPE) Questions in three different but easy-to-use formats. These PDFVCE GCX-AI-GPE exam questions formats are web-based practice test software, desktop practice test software and Cloud CX AI-GPE and GPR Certification (GCX-AI-GPE) PDF dumps files.

Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q47-Q52):

NEW QUESTION # 47

What must be deployed to a website to enable web tracking for Predictive Engagement?

Response:

- A. SIP trunk
- B. Predictive Router Agent
- C. WebRTC gateway
- **D. GPE tracking snippet (JavaScript)**

Answer: D

NEW QUESTION # 48

How are past visitor interactions shown in the Journey Timeline?

Response:

- **A. As event bubbles with timestamps**
- B. As agent performance scores
- C. As node-based flowcharts
- D. As log files

Answer: A

NEW QUESTION # 49

Which two characteristics are core to how GPE operates?

(Choose two)

Response:

- A. Real-time visitor monitoring
- B. Manual prioritization of agent scripts
- C. Automatic firewall configuration
- D. AI-based prediction of outcomes

Answer: A,D

NEW QUESTION # 50

What can be indicators of GPR effectiveness in the Detail View?

(Choose two)

Response:

- A. Reduced average talk time
- B. Stable or improved customer satisfaction
- C. Increase in transfer rate
- D. Decline in first call resolution

Answer: A,B

NEW QUESTION # 51

Which elements are configured during the initial creation of a queue in Genesys Cloud?

(Choose two)

Response:

- A. Queue name and division
- B. Skills assigned to the queue
- C. Associated outcome scores
- D. Queue's voice and digital permissions

Answer: A,B

NEW QUESTION # 52

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