

# Free GCX-AI-GPE Vce Dumps, Valid GCX-AI-GPE Test Review



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## Valid GCX-AI-GPE Test Review, GCX-AI-GPE Practice Test Pdf

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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q97-Q102):

**NEW QUESTION # 97**

Which features differentiate GPR from legacy queue-based routing?

(Choose two)

Response:

- A. Supports continuous learning from outcomes
- B. Uses agent ranks manually set by admins
- C. Relies on AI to predict best outcome
- D. Operates based solely on call duration

**Answer: A,C**

#### NEW QUESTION # 98

In a GPR comparison test, what does the system evaluate?

Response:

- A. Agent salary and bonuses
- B. Skill proficiency levels
- C. Differences in queue wait times
- D. Performance of GPR versus existing routing method

**Answer: D**

#### NEW QUESTION # 99

Which metric in the Queue Detail View indicates how often GPR has been used to route interactions?

Response:

- A. Agent Utilization Score
- B. Wait Time Threshold
- C. GPR Routing Rate
- D. Outcome Comparison Index

**Answer: C**

#### NEW QUESTION # 100

When creating a new queue in Genesys Cloud for Predictive Routing, which of the following is required?

Response:

- A. Segment membership rules
- B. A routing method selection
- C. At least one outbound campaign
- D. Historical customer satisfaction scores

**Answer: B**

#### NEW QUESTION # 101

Predictive Routing only works for voice interactions and is not supported for digital channels.

(True/False)

Response:

- A. True
- B. False

**Answer: B**

#### NEW QUESTION # 102

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