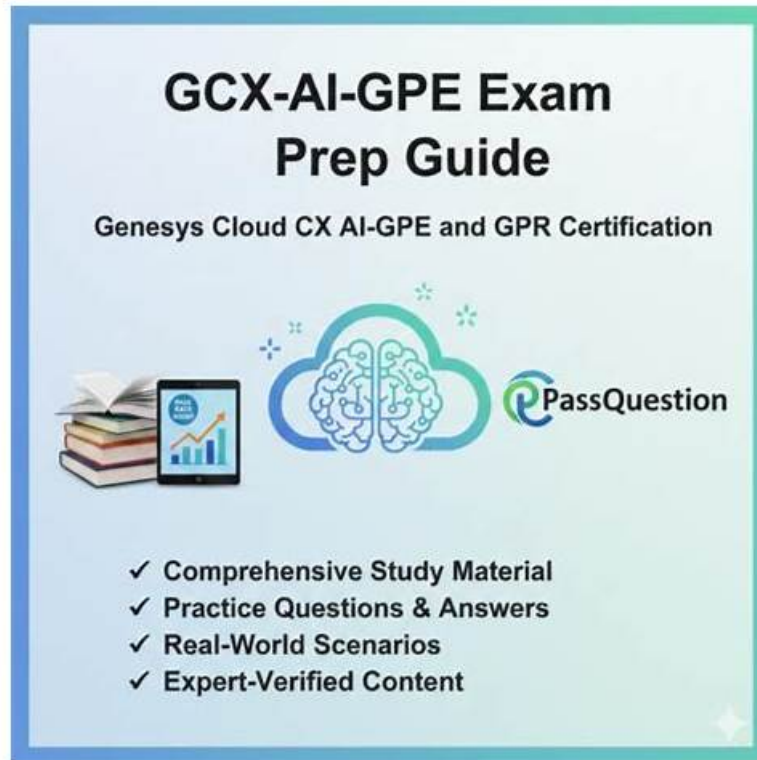


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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q103-Q108):

NEW QUESTION # 103

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 # 104

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. Fax over IP
- C. Web chat via Messenger
- D. Website clickstream

Answer: C,D

NEW QUESTION # 105

What are two purposes of creating segments in GPE?
(Choose two)

Response:

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

Answer: A,C

NEW QUESTION # 106

Which two types of engagements can action maps initiate?
(Choose two)

Response:

- A. Email routing
- B. Agent voicemail
- C. Web chat
- D. Content offer

Answer: C,D

NEW QUESTION # 107

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

Response:

- A. False
- B. True

Answer: B

NEW QUESTION # 108

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