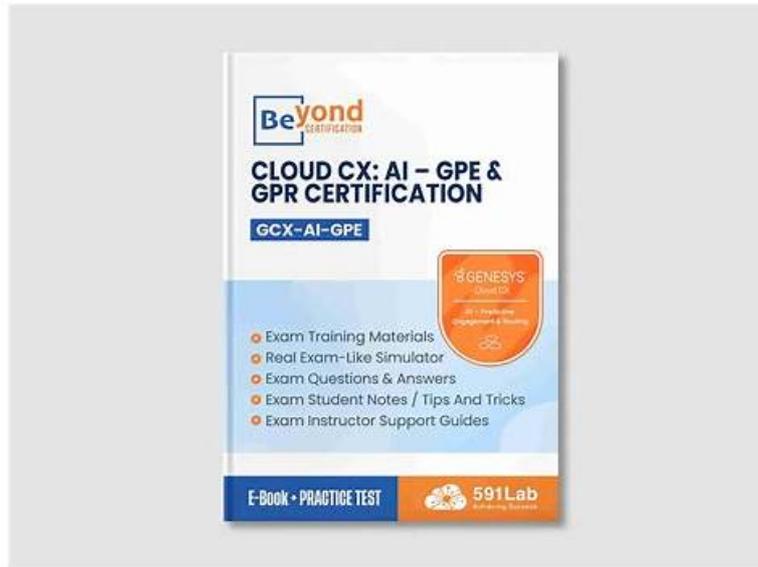


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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q96-Q101):

NEW QUESTION # 96

You can perform a GPR benefit assessment on queues with zero interaction data.

(True/False)

Response:

- A. False
- B. True

Answer: A

NEW QUESTION # 97

What can be indicators of GPR effectiveness in the Detail View?
(Choose two)

Response:

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

Answer: A,D

NEW QUESTION # 98

Which configuration setting determines how long Predictive Routing waits for the best agent before expanding the search?
Response:

- A. GPR Decision Timeout
- B. Maximum Conversation Time
- C. Bullseye Ring Delay
- **D. Preferred Agent Wait Time**

Answer: D

NEW QUESTION # 99

Which of the following is an example of a supported customer journey channel in Predictive Engagement?
Response:

- A. Direct FTP engagement
- **B. Web chat via Messenger**
- C. PSTN call routing
- D. Email-to-Fax

Answer: B

NEW QUESTION # 100

Predictive Routing only works for voice interactions and is not supported for digital channels.
(True/False)

Response:

- **A. False**
- B. True

Answer: A

NEW QUESTION # 101

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