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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q93-Q98):

NEW QUESTION # 93

What is the primary function of an Action Map in Predictive Engagement?
Response:

- A. To define when and how to engage a visitor
- B. To assign agents to digital channels
- C. To track queue length metrics
- D. To forecast staffing requirements

Answer: A

NEW QUESTION # 94
While routing an interaction to an agent, how does Genesys Cloud route the interaction if the timeout period expires?
Response:

- A. The interactions are routed using the Standard ACD method.
- B. The interactions are routed using the predefined fallback routing method.
- C. The interaction is automatically rejected and returned to the customer.
- D. Bullseye routing method is used as the default routing method in this scenario.

Answer: B

NEW QUESTION # 95
Which two components are evaluated in the Queue Impact View?
(Choose two)
Response:

- A. Uplift score for selected KPIs
- B. Cost per conversation
- C. Queue size forecast
- D. Routing method comparison

Answer: A,D

NEW QUESTION # 96
Which two insights can Segment Reports provide?
(Choose two)
Response:

- A. Segment-specific outcome performance
- B. Agent fatigue indicators
- C. Visitor engagement trends across segments
- D. Segment overlap diagnostics

Answer: A,C

NEW QUESTION # 97
Which two metrics are key when analyzing Action Map Reports?
(Choose two)
Response:

- A. Agent login times
- B. Offer impressions
- C. Conversion events
- D. Outbound email responses

Answer: B,C

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