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Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q76-Q81):

NEW QUESTION # 76

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

Response:

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

Answer: C

NEW QUESTION # 77

Which platform component is used to configure digital messaging for GPE in Genesys Cloud?

Response:

- A. Admin > Messenger in Genesys Cloud
- B. Architect Flow Designer
- C. Data Actions Integrations

- D. Messenger Admin Tool

Answer: A

NEW QUESTION # 78

Which of the following best describes the core purpose of Genesys Predictive Engagement (GPE)?

Response:

- A. Proactively engaging website visitors to influence outcomes
- B. Forecasting agent schedules
- C. Automating outbound call flows
- D. Automatically adjusting billing cycles for digital campaigns

Answer: A

NEW QUESTION # 79

Which two types of engagements can action maps initiate?

(Choose two)

Response:

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

Answer: B,C

NEW QUESTION # 80

Which two visual indicators help agents quickly understand a visitor's digital behavior?

(Choose two)

Response:

- A. Red X for disconnected PSTN calls
- B. Graph icon for data loss trends
- C. Clock icon for time spent on page
- D. Lightning bolt for engagement trigger

Answer: C,D

NEW QUESTION # 81

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