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## Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q92-Q97):

### NEW QUESTION # 92

Which elements are configured during the initial creation of a queue in Genesys Cloud?

(Choose two)

Response:

- A. Queue's voice and digital permissions
- B. Associated outcome scores
- C. Skills assigned to the queue

- D. Queue name and division

Answer: C,D

#### NEW QUESTION # 93

Which data points are critical for running a GPR benefit assessment?

(Choose two)

Response:

- A. Historical routing outcomes
- B. Number of agents logged in
- C. Historical interaction volume
- D. IVR script text

Answer: A,C

#### NEW QUESTION # 94

Which two characteristics describe content offers in Predictive Engagement?

(Choose two)

Response:

- A. Require queue assignment
- B. Can be personalized using attributes
- C. Delivered based on visitor behavior
- D. Automatically adjust voice prompts

Answer: B,C

#### NEW QUESTION # 95

Predictive Routing continuously improves over time as more interaction data becomes available.

(True/False)

Response:

- A. True
- B. False

Answer: A

#### NEW QUESTION # 96

Which features differentiate GPR from legacy queue-based routing?

(Choose two)

Response:

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

Answer: B,C

#### NEW QUESTION # 97

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