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Genesys GCX-AI-GPE Exam Syllabus Topics:

Section	Weight	Objectives
Predictive Engagement (GPE) Implementation	45%	- Setup and configuration basics - Agent experience and real-time insights - Creating and managing action maps - Defining customer segments and engagement strategies - Optimization and continuous improvement
Predictive Routing (GPR) Implementation	40%	- Data preparation and model training - Performance monitoring and reporting - Getting started and prerequisites - Testing, validation, and deployment - Configuration and setup of GPR
AI Fundamentals in Genesys Cloud CX	15%	- Core AI concepts for customer engagement - Overview of Predictive Engagement (GPE) and Predictive Routing (GPR) - AI architecture and integration within Genesys Cloud CX

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Reliable GCX-AI-GPE Dumps Questions - 100% GCX-AI-GPE Exam Coverage

Frankly speaking, it is difficult to get the GCX-AI-GPE certificate without help. Usually, the time you invest to prepare the exam is long. Now, all of your worries can be wiped out because of our GCX-AI-GPE exam questions. Some people worry about that some difficult knowledge is hard to understand or the GCX-AI-GPE test guide is not suitable for them. Actually, the difficult parts of

the exam have been simplified, which will be easy for you to understand. Also, there will be examples, simulations and charts to make explanations vivid. In order to aid you to memorize the Cloud CX AI-GPE and GPR Certification exam cram better, we have integrated knowledge structure. You will clearly know what you are learning and which part you need to learn carefully. You will regret if you give up challenging yourself.

Genesys Cloud CX AI-GPE and GPR Certification Sample Questions (Q78-Q83):

NEW QUESTION # 78

Which two advantages does Predictive Routing have over Bullseye routing?

(Choose two)

Response:

- A. Outcome-based optimization
- B. Dynamic agent selection
- C. Lower infrastructure requirements
- D. Static evaluation of agent pools

Answer: A,B

NEW QUESTION # 79

What must be deployed to a website to enable web tracking for Predictive Engagement?

Response:

- A. GPE tracking snippet (JavaScript)
- B. WebRTC gateway
- C. Predictive Router Agent
- D. SIP trunk

Answer: A

NEW QUESTION # 80

Which of the following can be used to trigger an action map?

Response:

- A. Agent's time since last interaction
- B. Scheduled report generation
- C. Visitor behavior such as time on page or cart abandonment
- D. Number of outbound calls completed

Answer: C

NEW QUESTION # 81

From which Genesys Cloud sections can you access GPE analytics?

(Choose two)

Response:

- A. Documents
- B. Admin
- C. Directory
- D. Performance

Answer: B,D

NEW QUESTION # 82

Response:

- Answer: D**

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