Genesys GCX-AI-GPE

Genesys Cloud CX AI-GPE and GPR Certification Questions & Answers

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GCX-AI-GPE

50 Questions Exam – 70% Cut Score – Duration of 120 minutes

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Discover More about the GCX-AI-GPE Certification

Are you interested in passing the Genesys GCX-AI-GPE exam? First discover, who benefits from the GCX-AI-GPE certification. The GCX-AI-GPE is suitable for a candidate if he wants to learn about Genesys Cloud CX. Passing the GCX-AI-GPE exam earns you the Genesys Cloud CX AI-GPE and GPR Certification (GCX-AI-GPE) title.

While preparing for the GCX-AI-GPE exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The GCX-AI-GPE PDF contains some of the most valuable preparation tips and the details and instant access to useful GCX-AI-GPE study materials **just at one click**.

Genesys GCX-AI-GPE Cloud CX AI-GPE and GPR Certification Details:

Exam Name	Genesys Cloud CX AI-GPE and GPR Certification
Exam Code	GCX-AI-GPE
Exam Price	$500 USD
Duration	120 minutes
Number of Questions	50
Passing Score	70%
Recommended Training / Books	**Genesys Cloud CX: AI – Predictive Routing – Getting Started** **Genesys Cloud CX: AI – Predictive Routing – Configuration** **Genesys Cloud CX: AI – Predictive Engagement – Setup and Configuration** **Genesys Cloud CX: AI – Predictive Engagement – Working with Action Maps** **Genesys Cloud CX: AI – Predictive Engagement – Customer Journey for Agents** **Genesys Cloud CX: AI – Predictive Engagement – Reporting and Analytics**

Schedule Exam	**Kryterion Webassessor**
Sample Questions	**Genesys GCX-AI-GPE Sample Questions**
Recommended Practice	**Genesys Cloud CX AI-GPE and GPR Certification (GCX-AI-GPE) Practice Test**

GCX-AI-GPE Syllabus:

Section	Objectives
Genesys Cloud: AI Predictive Routing – Getting Started	- Differentiate between GPR and Legacy Skills and Queue-based Routing - Run a GPR benefit assessment - Run a comparison test - View test results - Explore the usage of AI in GPR - Activate GPR
Genesys Cloud: AI Predictive Routing – Configuration	- Create a queue - Explore the various routing and evaluation methods - Configure queues
Genesys Cloud: AI Predictive Routing – Performance Reports	- Generate performance reports - Analyze the Predictive Routing Queue Detail View - Analyze the Predictive Routing Queue Impact View
Genesys Cloud: AI Predictive Engagement – Setup and Configuration	- Define GPE terminologies - Explore the basics of Genesys Predictive Engagement - Configure and deploy Genesys Messenger - Configure GPE commands and web tracking - Configure and manage attributes and segments - Create outcomes and predict outcome scores - Create action maps
Genesys Cloud: AI Predictive Engagement – Working with Action Maps	- Learn about the various action maps - Maintain and trigger action maps - Configure action maps
Genesys Cloud: AI Predictive Engagement	- Explore customer journey channels - Access and navigate customer journeys

Section	Objectives
– Customer Journey for Agents	- View interactions - Describe the customer journey icons
Genesys Cloud: AI Predictive Engagement – Reporting and Analytics	- Explore GPE analytics - View, customize, and export an action map report - View, customize, and export a visitor activity report - View, customize, and export a segment report - Describe content offers

Broaden Your Knowledge with Genesys GCX-AI-GPE Sample Questions:

Question: 1

Which features differentiate GPR from legacy queue-based routing?

(Choose two)

   a) Uses agent ranks manually set by admins
   b) Relies on AI to predict best outcome
   c) Operates based solely on call duration
   d) Supports continuous learning from outcomes

Answer: b, d

Question: 2

Select all the actions available to use when an action map triggers.

(Choose four answers)

   a) Web messaging
   b) Voice call
   c) Web chat
   d) Instant agent interaction
   e) Content offer
   f) Advanced orchestration flow

Answer: a, c, e, f

Question: 3

Whenever you open an action map, it opens in _____ mode by default.

    a) View
    b) Delete
    c) Duplicate
    d) Edit

Answer: d

Question: 4

_____ identify visitors based on characteristics like location, browser, device type, etc.

    a) Visitor attributes
    b) Custom attributes
    c) Visitor journey attributes
    d) Campaign attributes

Answer: a

Question: 5

From which Genesys Cloud sections can you access GPE analytics?

(Choose two)

    a) Documents
    b) Directory
    c) Performance
    d) Admin

Answer: c, d

Question: 6

Which two export formats are supported when exporting GPE reports?

(Choose two)

    a) HTML
    b) Excel (XLSX)
    c) PDF
    d) PowerPoint

Answer: b, c

Question: 7

While routing an interaction to an agent, how does Genesys Cloud route the interaction if the timeout period expires?

   a) The interactions are routed using the Standard ACD method.
   b) Bullseye routing method is used as the default routing method in this scenario.
   c) The interactions are routed using the predefined fallback routing method.
   d) The interaction is automatically rejected and returned to the customer.

Answer: c

Question: 8

Customer journey information is NOT available on which of the following channels?

(Choose three answers)

   a) Agentless email notifications
   b) Agent-initiated callbacks
   c) Instagram DM
   d) Web messaging

Answer: a, b, c

Question: 9

To utilize predictive routing to its best potential, at least _____ days of data is required.

   a) 30
   b) 60
   c) 90
   d) 120

Answer: c

Question: 10

When setting up a Predictive Routing queue, which two conditions should ideally be met for optimal performance?

   a) High agent turnover
   b) Consistent outcome tagging
   c) Large volume of historical data
   d) Minimal use of wrap-up codes

Answer: b, c

Avail the Study Guide to Pass Genesys GCX-AI-GPE Cloud CX AI-GPE and GPR Exam:

- Find out about the GCX-AI-GPE syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the **GCX-AI-GPE syllabus**, it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.
- The candidate should not miss out on the scope to learn from the GCX-AI-GPE training. Joining the Genesys provided training for GCX-AI-GPE exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the **GCX-AI-GPE sample questions** and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. GCX-AI-GPE practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

Career Benefits:

- Passing the GCX-AI-GPE exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

Here Is the Trusted Practice Test for the GCX-AI-GPE Certification

VMExam.Com is here with all the necessary details regarding the GCX-AI-GPE exam. We provide authentic practice tests for the GCX-AI-GPE exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on VMExam.Com for rigorous, unlimited two-month attempts on the **GCX-AI-GPE practice tests**, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Genesys Cloud CX AI-GPE and GPR Certification (GCX-AI-GPE).

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