



Genesys GC-AI-DB

**Genesys Cloud AI Digital Bots and Knowledge
Certification Questions & Answers**

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GC-AI-DB

[Genesys Cloud AI Digital Bots and Knowledge Certification \(GC-AI-DB\)](#)

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

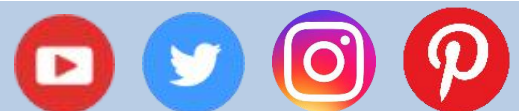


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Discover More about the GC-AI-DB Certification

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

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

Genesys GC-AI-DB Cloud AI Digital Bots and Knowledge Certification Details:

Exam Name	Genesys Cloud AI Digital Bots and Knowledge Certification
Exam Code	GC-AI-DB
Exam Price	\$500 USD
Duration	120 minutes
Number of Questions	50
Passing Score	70%
Recommended Training / Books	Genesys Cloud CX: AI/Bots – Fundamentals Genesys Cloud CX: AI/Bots – Knowledge Workbench Genesys Cloud CX: AI/Bots – Knowledge Workbench – Knowledge Optimizer Genesys Cloud: AI/Bots – Knowledge Workbench – Knowledge Portal Genesys Cloud CX: AI/Bots – Intent Miner Genesys Cloud CX: AI/Bots – Digital Bot Flow Actions and Tasks Genesys Cloud CX: AI/Bots – Build a Digital Bot for Inbound Message Flows

	Genesys Cloud: AI/Bots – Bot Insights and Optimizations Genesys Cloud: AI/Bots – Use Knowledge Workbench with Bots
Schedule Exam	Kryterion Webassessor
Sample Questions	Genesys GC-AI-DB Sample Questions
Recommended Practice	Genesys Cloud AI Digital Bots and Knowledge Certification (GC-AI-DB) Practice Test

GC-AI-DB Syllabus:

Section	Objectives
Genesys Cloud CX: AI/Bots Fundamentals	<ul style="list-style-type: none"> - Define various bot types - Identify the components and functionality of different bots - Build and deploy bot flows - Execute quality assurance tests on bots - Optimize bot performance
Genesys Cloud CX: AI/Bots Knowledge Workbench	<ul style="list-style-type: none"> - Navigate and utilize the Knowledge Workbench - Create a Knowledge Base - Recognize the limitations of a Knowledge Base - Update and publish a Knowledge Base
Genesys Cloud CX: AI/Bots Knowledge Workbench Knowledge Optimizer	<ul style="list-style-type: none"> - Acquire foundational knowledge of Knowledge Optimizer - Analyze Knowledge Optimizer dashboard functionalities - Review and refine unanswered queries
Genesys Cloud: AI/Bots - Knowledge Workbench - Knowledge Portal	<ul style="list-style-type: none"> - Investigate Knowledge Portal features - Establish a Knowledge Portal - Manage the Knowledge Portal

Section	Objectives
Genesys Cloud CX: AI/Bots - Intent Miner	<ul style="list-style-type: none"> - Evaluate prerequisites and components of Intent Miner - Create an Intent Miner - Create and export draft intents - Import mined intents
Genesys Cloud CX: AI/Bots - Digital Bot Flow Actions and Tasks	<ul style="list-style-type: none"> - Comprehend digital bot flow fundamentals - Classify variables - Implement actions with bots - Disconnect bot flows
Genesys Cloud CX: AI/Bots - Build a Digital Bot for Inbound Message Flows	<ul style="list-style-type: none"> - Differentiate between dialog engine and digital bot flows - Create and use intents - Apply best practices for constructing digital bot flows - Integrate digital bot flows into inbound message flows
Genesys Cloud: AI/Bots - Bot Insights and Optimizations	<ul style="list-style-type: none"> - Navigate the Insights and Optimizations menu - Investigate the Optimization Dashboard - Produce Bot Performance and Interaction reports - Optimize bot flows
Genesys Cloud: AI/Bots - Use Knowledge Workbench with Bots	<ul style="list-style-type: none"> - Configure the default Knowledge Base - Validate knowledge configurations

Broaden Your Knowledge with Genesys GC-AI-DB Sample Questions:

Question: 1

Which two features help improve decision logic in a bot flow?

(Choose two)

- a) Evaluate Condition action
- b) Dynamic transcription
- c) Data tables
- d) Collect Feedback action

Answer: a, c

Question: 2

Which user role typically uses the Knowledge Optimizer to improve knowledge article coverage?

- a) Workforce Analyst
- b) Bot Developer
- c) Knowledge Administrator
- d) Telephony Engineer

Answer: c

Question: 3

What metric indicates how often users disengage from a bot before completing its intended path?

- a) CSAT score
- b) Transfer rate
- c) Abandonment rate
- d) Sentiment score

Answer: c

Question: 4

Which two roles are primarily responsible for configuring bots with Knowledge Workbench?

(Choose two)

- a) Conversation Designers
- b) Knowledge Authors
- c) IVR Engineers
- d) Messenger Channel Admins

Answer: a, b

Question: 5

Which Genesys Cloud bot type is best suited for automating routine tasks within messaging channels like web chat and social messaging?

- a) Digital Bot Flow
- b) Dialog Engine Bot
- c) IVR Voice Bot
- d) Architect Call Flow

Answer: a

Question: 6

Which two performance metrics are available within the Optimization Dashboard?

(Choose two)

- a) Response time per message
- b) Average session duration
- c) Conversion rate
- d) Queue overflow count

Answer: b, c

Question: 7

Which of the following actions can be used to dynamically set values during a bot session?

- a) Transfer to ACD
- b) Set Variable
- c) Bot Import
- d) Execute IVR Script

Answer: b

Question: 8

Which two actions can a knowledge manager take after reviewing the top unanswered queries?

(Choose two)

- a) Auto-reply using chatbot APIs
- b) Add relevant knowledge articles
- c) Merge similar queries into a topic
- d) Create bot error logs

Answer: b, c

Question: 9

Which two conditions must be met for a bot to return relevant knowledge articles?

(Choose two)

- a) Bot is linked to a queue
- b) Call Knowledge action is placed in the flow
- c) Session disconnect is enabled
- d) Knowledge base is active and published

Answer: b, d

Question: 10

What are two core steps in publishing a knowledge base?

(Choose two)

- a) Validate the articles
- b) Schedule agent shifts
- c) Submit for approval
- d) Click "Publish" after successful validation

Answer: a, d

Avail the Study Guide to Pass Genesys GC-AI-DB Cloud AI Digital Bots and Knowledge Exam:

- Find out about the GC-AI-DB 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 [GC-AI-DB 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 GC-AI-DB training. Joining the Genesys provided training for GC-AI-DB 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 [GC-AI-DB sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. GC-AI-DB 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 GC-AI-DB 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 GC-AI-DB Certification

VMExam.Com is here with all the necessary details regarding the GC-AI-DB exam. We provide authentic practice tests for the GC-AI-DB 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 GC-AI-DB practice tests, and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the Genesys Cloud AI Digital Bots and Knowledge Certification (GC-AI-DB).

Start Online practice of GC-AI-DB Exam by visiting URL

<https://www.vmexam.com/genesys/gc-ai-db-genesys-cloud-ai-digital-bots-and-knowledge-certification>