

## Genesys.GCX-AI-GPE.v2026-08-31.q39

|                                                                                                                                                                                     |                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Exam Code:                                                                                                                                                                          | GCX-AI-GPE                            |
| Exam Name:                                                                                                                                                                          | Cloud CX AI-GPE and GPR Certification |
| Certification Provider:                                                                                                                                                             | Genesys                               |
| Free Question Number:                                                                                                                                                               | 39                                    |
| Version:                                                                                                                                                                            | v2026-08-31                           |
| # of views:                                                                                                                                                                         | 133                                   |
| # of Questions views:                                                                                                                                                               | 390                                   |
| <a href="https://www.exam-tests.com/GCX-AI-GPE-exam/Genesys.GCX-AI-GPE.v2026-08-31.q39.html">https://www.exam-tests.com/GCX-AI-GPE-exam/Genesys.GCX-AI-GPE.v2026-08-31.q39.html</a> |                                       |

### NEW QUESTION: 1

Which two characteristics describe content offers in Predictive Engagement?

(Choose two)

Response:

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

Answer: A,B ([LEAVE A REPLY](#))

### NEW QUESTION: 2

Action maps can be prioritized to control which engagement is shown first when multiple maps are eligible.

(True/False)

Response:

- A. True
- B. False

Answer: ([SHOW ANSWER](#))

### NEW QUESTION: 3

The Journey Panel includes visual icons that represent different visitor events such as page views, engagements, and outcomes.

(True/False)

Response:

- A. False
- B. True

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 4**

Which routing method distributes interactions based on the longest time since the agent last handled an interaction?

Response:

- A. Predictive Routing
- B. Standard Routing
- C. Last Agent Routing
- D. Most Idle Routing

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 5**

What is the primary function of an Action Map in Predictive Engagement?

Response:

- A. To forecast staffing requirements
- B. To track queue length metrics
- C. To define when and how to engage a visitor
- D. To assign agents to digital channels

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 6**

Which types of events can contribute to a visitor's journey record in Genesys Predictive Engagement?

Response:

- A. Only system-generated call logs
- B. Only events that involve a live agent
- C. Database schema updates
- D. Website behaviors like clicks and form submissions

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 7**

Which Genesys Cloud interface allows agents to view a customer's digital journey in real-time?

Response:

- A. Interaction Details View
- B. Predictive Engagement Journey Panel
- C. Workforce Engagement Panel
- D. Architect

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 8**

In GPE, what is a "Journey"?

Response:

- A. A training module for GPE AI models
- B. The path a visitor takes across touchpoints and channels
- C. A list of queue transfers within IVR
- D. A summary report of daily routing activity

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 9**

Which two types of content can be delivered through content offers in action maps?  
(Choose two)

Response:

- A. Agent voicemail recordings
- B. Pop-up coupons
- C. Predictive outcome scores
- D. Promotional banners

**Answer: B,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 10**

Which of the following is NOT a valid action in a GPE Action Map?

Response:

- A. Launch a voice IVR
- B. Initiate a web chat
- C. Trigger a webhook
- D. Display a content offer

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 11**

In a GPR comparison test, what does the system evaluate?

Response:

- A. Agent salary and bonuses
- B. Performance of GPR versus existing routing method
- C. Differences in queue wait times
- D. Skill proficiency levels

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 12**

What type of data does Genesys Predictive Routing primarily evaluate to make routing decisions?

Response:

- A. Network latency data
- B. Real-time agent availability
- C. Historical and real-time interaction data
- D. Forecasted traffic volumes

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 13**

Which two digital channels can be tracked as part of a customer journey in Genesys Predictive Engagement?

(Choose two)

Response:

- A. SIP-to-SIP handoff
- B. Website clickstream
- C. Fax over IP
- D. Web chat via Messenger

**Answer: B,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 14**

Which two export formats are supported when exporting GPE reports?

(Choose two)

Response:

- A. PowerPoint
- B. HTML
- C. PDF
- D. Excel (XLSX)

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 15**

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

(Choose two)

Response:

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

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 16**

In the Queue Impact View, which KPI would most likely be tracked for a sales-focused outcome?

Response:

- A. Sentiment score
- B. Conversion rate
- C. Transfer rate
- D. Wait time

**Answer: B** ([LEAVE A REPLY](#))

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#### **NEW QUESTION: 17**

Which two best practices apply when managing multiple action maps?

(Choose two)

Response:

- A. Add routing script overrides
- B. Avoid overlapping targeting rules
- C. Set clear priority rankings
- D. Assign all to the same segment

**Answer: B,C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 18**

Which two types of visitor behavior can be used to trigger an action map?

(Choose two)

Response:

- A. Exit intent
- B. Page dwell time
- C. Agent availability
- D. Daily call quota

**Answer: A,B** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 19**

Which of the following qualifies as a content offer in Predictive Engagement?

Response:

- A. System health notifications
- B. Real-time WFM alerts

- C. Agent performance feedback
- D. A proactive discount banner triggered by behavior

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 20**

Which two insights can be derived from the Queue Detail View?

(Choose two)

Response:

- A. GPR usage trend over time
- B. AI model training accuracy
- C. Agent sentiment consistency
- D. Interaction outcome distribution

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 21**

Which two engagement types are typically part of a cross-channel journey?

(Choose two)

Response:

- A. Phone queue transfer to outbound fax
- B. Page view to content offer
- C. Web engagement to agent chat
- D. Database event to WFM rule

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 22**

You can perform a GPR benefit assessment on queues with zero interaction data.

(True/False)

Response:

- A. True
- B. False

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 23**

Which features differentiate GPR from legacy queue-based routing?

(Choose two)

Response:

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

**Answer: A,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 24**

Which two types of data are commonly collected through GPE web tracking?

(Choose two)

Response:

- A. Page views and dwell time
- B. Clickstream behavior
- C. Agent chat transcripts
- D. Number of calls transferred

**Answer: A,B ([LEAVE A REPLY](#))**

**NEW QUESTION: 25**

Which two settings are configured to launch Genesys Messenger on a website?

(Choose two)

Response:

- A. Domain whitelisting
- B. Agent skill mappings
- C. Messenger theme selection
- D. Campaign budget allocation

**Answer: A,C ([LEAVE A REPLY](#))**

**NEW QUESTION: 26**

Unoffered actions are actions that neither qualify nor are offered to website visitors.

Response:

- A. True
- B. False

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 27**

In a Genesys Cloud queue configured with Predictive Routing, what occurs if the AI model cannot determine a high-confidence match?

Response:

- A. Routing falls back to the standard method
- B. The interaction is sent to voicemail
- C. The queue is paused automatically
- D. The agent selection is made randomly

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 28**

Agents cannot see visitor interaction details from previous sessions in the Journey Panel.

(True/False)

Response:

A. False

B. True

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 29**

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 ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 30**

Which two advantages does Predictive Routing have over Bullseye routing?

(Choose two)

Response:

A. Static evaluation of agent pools

B. Lower infrastructure requirements

C. Outcome-based optimization

D. Dynamic agent selection

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 31**

Which are valid actions to take after completing a successful GPR test?

(Choose two)

Response:

A. Notify supervisors of routing change

B. Enable GPR from the queue config

C. Archive the queue data

D. Disable AI for future calls

**Answer: ([SHOW ANSWER](#))**

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**NEW QUESTION: 32**

Which two actions are part of outcome creation in Predictive Engagement?

(Choose two)

Response:

- A. Set threshold values for agents
- B. Enable conversion tracking
- C. Choose outcome categories
- D. Define success events (e.g., form submission)

**Answer: B,D (LEAVE A REPLY)**

**NEW QUESTION: 33**

Which two components are evaluated in the Queue Impact View?

(Choose two)

Response:

- A. Uplift score for selected KPIs
- B. Cost per conversation
- C. Queue size forecast
- D. Routing method comparison

**Answer: A,D (LEAVE A REPLY)**

**NEW QUESTION: 34**

The Queue Impact View only displays metrics for the current day's interactions.

(True/False)

Response:

- A. True
- B. False

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 35**

What are two primary outputs of the GPR comparison test result dashboard?

(Choose two)

Response:

- A. Outcome uplift percentage
- B. Queue-level performance metrics
- C. Forecast accuracy deviation
- D. Agent shift adherence

**Answer: A,B (LEAVE A REPLY)**

**NEW QUESTION: 36**

Which tool within Genesys Cloud provides access to Predictive Routing performance metrics?

Response:

- A. Analytics API
- B. Queue Performance Dashboard
- C. Interaction Details View
- D. Workforce Management

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 37**

Which two methods are available as routing options in Genesys Cloud queues? (Choose two)

Response:

- A. Predictive Routing
- B. Agent Whisper
- C. Call Blending
- D. Bullseye Routing

**Answer: A,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 38**

How are past visitor interactions shown in the Journey Timeline?

Response:

- A. As event bubbles with timestamps
- B. As log files
- C. As node-based flowcharts
- D. As agent performance scores

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 39**

Where can agents find predictive scores about a visitor's likelihood to achieve a defined business outcome?

Response:

- A. In the Messenger Admin Panel
- B. Within the Journey Panel in the agent UI
- C. Inside the Workforce Management dashboard
- D. Under "Agent Scripts"

**Answer: ([SHOW ANSWER](#))**

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