

T estpassport Q&A



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Exam : **GCX-AI-GPE**

Title : Cloud CX AI-GPE and GPR
Certification

Version : DEMO

1.What does the "frequency cap" setting control in an action map?

- A. The number of agents assigned to the map
- B. The number of simultaneous offers per visitor
- C. The maximum times an action can trigger for a visitor
- D. The engagement queue overflow limit

Answer: C

2.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

3.Running a benefit assessment incurs no cost. (True/False)

- A. True
- B. False

Answer: A

4.What can be indicators of GPR effectiveness in the Detail View? (Choose two)

- A. Decline in first call resolution
- B. Stable or improved customer satisfaction
- C. Increase in transfer rate
- D. Reduced average talk time

Answer: B,D

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

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

Answer: B