Genesys

GC-AI-DB

Cloud AI Digital Bots and Knowledge Certification

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Product Version

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Latest Version: 6.0

Question: 1

Which element is mandatory when creating a new knowledge base in Genesys Cloud?
Response:

A. Linked digital bot flow
B. Supported language selection
C. Minimum of 5 articles
D. Knowledge portal URL

Answer: A

Question: 2

Before you can mine intents, what must be configured in Genesys Cloud?

A. A published voice bot flow
B. Active knowledge portal
C. Recording and transcription of conversations
D. Predictive engagement segments

Answer: C

Question: 3

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: 4

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

A. Dialog Engine Bot
B. Digital Bot Flow
C. IVR Voice Bot
D. Architect Call Flow

Answer: B

Question: 5

What is the primary purpose of the Knowledge Optimizer in Genesys Cloud?

A. To configure routing for voice bots
B. To monitor queue performance for agents
C. To identify gaps in knowledge articles through unanswered queries
D. To auto-publish knowledge bases

Answer: C

Question: 6

Which two tasks are involved in ending a bot flow correctly?
(Choose two)

A. Use "Disconnect" action
B. Export bot session logs
C. Reset all flow variables
D. Confirm that the bot has fulfilled its purpose

Answer: A,D

Question: 7

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

Question: 8

A digital bot can use more than one knowledge base simultaneously to deliver multi-topic content.

A. FALSE
B. TRUE

Answer: A

Question: 9

What is the primary function of the Knowledge Portal in Genesys Cloud?

A. To analyze abandoned digital interactions
B. To display knowledge base articles to end users
C. To configure bot-to-agent routing rules
D. To manage queue assignments for bots

Answer: B

Question: 10

When is a fallback intent triggered in a digital bot?

A. When user disconnects suddenly
B. When the bot reaches end of flow
C. When no intent matches the user's input
D. When an invalid variable type is detected

Answer: C

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