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Exam : **GC-AI-DB**

Title : Genesys Cloud AI Digital
Bots and Knowledge
Certification

Version : DEMO

1.Which element is mandatory when creating a new knowledge base in Genesys Cloud?

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

Answer: A

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

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

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

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