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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	• Oracle Cloud Applications and Oracle Modern Best Practice (OMBP): This section of the exam measures the skills of OGL Administrators and covers the offerings and capabilities of Oracle Cloud Applications. It explains how Oracle Cloud solutions help businesses streamline operations, enhance customer experience, and improve decision-making. The key features of the Oracle CX suite are outlined, providing insight into its role in customer engagement. Additionally, it explains how data flows between various CX Modern Best Practices (OMBPs) to ensure seamless integration and operational efficiency.

Topic 2	• OMBPs for CX Service: This section of the exam measures the skills of OGL Administrators and focuses on customer service processes within Oracle Cloud. It explains the process from initial customer contact to service resolution, ensuring efficient and timely handling of customer inquiries. The design considerations and important takeaways for CX Service OMBPs are discussed, helping businesses improve their service operations. Additionally, key metrics are outlined to measure the successful execution of CX Service OMBPs, ensuring high-quality customer support and satisfaction.
Topic 3	• OMBPs for CX Sales Performance Management: This section of the exam measures the skills of Training and Learning Managers and covers sales performance management using OMBPs. It explains the process from designing a compensation plan to making participant payments, ensuring sales teams are effectively rewarded. The section highlights key considerations and takeaways for implementing CX Sales Performance OMBPs to optimize incentive structures. Furthermore, the key metrics used to measure the success of these OMBPs are described, helping organizations track and refine their compensation strategies.

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q26-Q31):

NEW QUESTION # 26
What is the role of Intelligent Document Recognition (IDR) in Oracle Fusion Cloud CX?

- A. To generate marketing campaign content.
- B. To automate the extraction of data from documents for faster processing.
- C. To manage customer interactions on social media.
- D. To provide real-time customer insights.

Answer: B

Explanation:
Intelligent Document Recognition (IDR) in Oracle Fusion Cloud CX leverages AI to streamline document-related processes. Its primary role is to automate the extraction of data from documents for faster processing.
How It Works: IDR uses machine learning to scan and interpret unstructured documents (e.g., invoices, contracts), extracting key data (e.g., names, dates, amounts) without manual input.
Benefit: This accelerates workflows like order processing or customer onboarding, improving operational efficiency and reducing errors.
CX Context: In CX, it supports service and sales by quickly integrating document data into customer records.
Option A (Campaign Content): IDR doesn't create content; it processes existing documents.
Option B (Customer Insights): Insights may be a byproduct, but it's not the primary role.
Option D (Social Media): IDR is unrelated to social media management.
Oracle Fusion Cloud CX documentation, such as "Oracle AI for Fusion Applications," highlights IDR's automation capabilities.

NEW QUESTION # 27
Which feature in Oracle Fusion Cloud SCM ensures real-time communication between suppliers and buyers?

- A. Supplier Qualification.
- B. Cost Accounting.
- C. Manufacturing Execution.

- D. Supply Chain Collaboration.

Answer: D

Explanation:
Oracle Fusion Cloud SCM facilitates supplier-buyer interactions through Supply Chain Collaboration.
Functionality: Provides a platform for real-time data sharing (e.g., forecasts, orders, inventory) between suppliers and buyers.
Benefit: Enhances coordination, visibility, and responsiveness in the supply chain.
Option A (Cost Accounting): Focuses on financial tracking, not communication.
Option B (Qualification): Assesses suppliers, not real-time interaction.
Option D (Manufacturing): Manages production, not supplier communication.
Oracle Fusion Cloud SCM documentation, such as "Supply Chain Collaboration Guides," confirms this feature's role.

NEW QUESTION # 28
What is the primary function of the Available to Promise (ATP) process in Oracle Fusion Cloud SCM?

- A. To eliminate the need for demand forecasting.
- B. To guarantee same-day shipping for all orders.
- C. To ensure product availability commitments based on inventory and supply constraints.
- D. To manage only supplier payments without impacting inventory levels.

Answer: C

Explanation:
The Available to Promise (ATP) process in Oracle Fusion Cloud SCM ensures reliable order fulfillment. Its primary function is to ensure product availability commitments based on inventory and supply constraints.
Process: Calculates available stock and supply (e.g., on-hand inventory, planned production) against demand to provide accurate delivery promises.
Benefit: Enhances customer trust with realistic commitments.
Option A (No Forecasting): ATP relies on forecasts, not eliminates them.
Option C (Payments): Unrelated to supplier payments.
Option D (Same-Day): Not feasible for all orders; focuses on accuracy.
Oracle Fusion Cloud SCM documentation, like "Order Management Guides," details ATP's role in availability commitments.

NEW QUESTION # 29
How does the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service enhance service agent performance and customer satisfaction?

- A. By focusing on agent training, leaving the actual service request resolution process unchanged.
- B. By providing agents with a comprehensive knowledge base, AI-powered search tools, and real-time customer context.
- C. By automating customer inquiries and reducing agent interaction.

Answer: B

Explanation:
The Customer Contact to Resolution OMBP enhances agent performance and customer satisfaction by providing agents with a comprehensive knowledge base, AI-powered search tools, and real-time customer context.
Knowledge Base: Offers a repository of solutions for quick reference.
AI-Powered Search: Delivers instant, relevant answers, reducing resolution time.
Real-Time Context: Provides customer history and issue details, enabling personalized, accurate responses.
Impact: Agents resolve issues faster and more effectively, improving satisfaction.
Option A (Automation): Full automation reduces agent involvement, contrary to enhancing performance.
Option B (Training Focus): Training alone doesn't address real-time resolution needs.
Oracle Fusion Cloud CX Service documentation, like "Service Center Guides," emphasizes these tools for this OMBP.

NEW QUESTION # 30
How do AI/ML technologies assist in enhancing productivity within the Campaign Execution to Opportunity OMBP in Oracle Fusion Cloud CX Marketing?

- A. AI-powered chatbots handle customer inquiries, allowing agents to focus on complex tasks.
- B. ML algorithms forecast market trends, guiding campaign strategies.
- C. ML generates creative content for campaigns, reducing human effort.
- D. AI provides robust reporting options, allowing for better customer targeting and behavioral analysis.

Answer: D

Explanation:
The Campaign Execution to Opportunity OMBP in Oracle Fusion Cloud CX Marketing focuses on turning marketing campaigns into sales opportunities. AI/ML enhances productivity here by providing robust reporting options, allowing for better customer targeting and behavioral analysis.
AI analyzes campaign performance data (e.g., engagement rates, conversions) and customer behavior (e.g., preferences, purchase history).
Robust reporting delivers actionable insights, enabling precise targeting and personalized campaigns that increase opportunity creation.
This data-driven approach reduces manual analysis time, boosting marketing team productivity.
Option A (Chatbots): Chatbots are more relevant to service, not campaign execution.
Option B (Content Generation): ML can assist with content, but it's not the primary productivity driver in this OMBP.
Option C (Trend Forecasting): Forecasting informs strategy but doesn't directly enhance execution productivity.
Oracle's "Oracle AI for Fusion Applications" and "CX Marketing" guides emphasize AI's role in advanced analytics and targeting for marketing processes.

NEW QUESTION # 31
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