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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 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.
Topic 3	• 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 4	• Oracle Cloud Success Navigator and Oracle Cloud Quality Standards: This section of the exam measures the skills of Training and Learning Managers and focuses on optimizing cloud adoption. It explains the importance of Cloud Success Navigator and Cloud Quality Standards in ensuring smooth implementation and ongoing optimization of Oracle Cloud solutions. The section also describes how OMBPs are embedded within Oracle Cloud and applied with Starter Configuration to create an efficient and scalable cloud environment.

Topic 5	• OMBPs for CX Sales: This section of the exam measures the skills of OGL Administrators and focuses on the sales process within Oracle Modern Best Practice. It explains the journey from lead generation to a successfully closed opportunity, ensuring a structured and efficient sales workflow. The design aspects and important considerations for implementing CX Sales OMBPs are discussed to help organizations streamline sales operations. Additionally, key performance metrics are described, offering a way to measure and track the success of CX Sales OMBPs.
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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q12-Q17):

NEW QUESTION # 12

What is the primary function of Cost Rollup in Oracle Fusion Cloud SCM?

- A. To calculate the total cost of a product by aggregating material, labor, and overhead expenses.
- B. To ensure material costs remain unchanged over time.
- C. To track only direct labor expenses, excluding materials.
- D. To eliminate the need for cost accounting.

Answer: A

Explanation:

Cost Rollup in Oracle Fusion Cloud SCM is a critical costing process. Its primary function is to calculate the total cost of a product by aggregating material, labor, and overhead expenses.

Process: Combines direct costs (materials, labor) and indirect costs (overhead) from production data to determine a product's full cost.

Purpose: Provides a comprehensive cost view for pricing, profitability, and financial reporting.

Option A (No Accounting): Enhances, not eliminates, cost accounting.

Option B (Labor Only): Excludes key components like materials and overhead.

Option D (Static Costs): Costs vary; rollup reflects current data.

Oracle Fusion Cloud SCM documentation, such as "Cost Management Guides," confirms this function.

NEW QUESTION # 13

Which metric is used to measure the success of the Knowledge Gap to Solution OMBP?

- A. Average case resolution time.
- B. Customer satisfaction ratings.
- C. Knowledge article accuracy.
- D. All of the above.

Answer: D

Explanation:

The Knowledge Gap to Solution OMBP in Oracle Fusion Cloud CX Service aims to bridge agent knowledge gaps to resolve customer issues effectively. Its success is measured by a combination of metrics: customer satisfaction ratings, average case resolution time, and knowledge article accuracy, making "All of the above" the correct answer.

Customer Satisfaction Ratings: Reflects how well resolutions meet customer expectations, a direct outcome of effective knowledge use.

Average Case Resolution Time: Measures the efficiency of applying knowledge to close cases quickly, indicating process effectiveness.

Knowledge Article Accuracy: Ensures the solutions provided are correct, reducing rework and enhancing trust in the knowledge base.

Combined Impact: These metrics together provide a holistic view of the OMBP's success in improving service quality, speed, and accuracy.

Oracle Fusion Cloud CX Service documentation, such as "Service Center Guides" and "CX Analytics FAQs," emphasizes these metrics as critical for evaluating knowledge-driven processes.

NEW QUESTION # 14

What is the primary function of the Supplier Portal in Oracle Fusion Cloud CX?

- A. To allow suppliers to manage purchase orders and invoices in real time.
- B. To provide real-time analytics for supplier performance.
- C. To eliminate the need for supplier collaboration.
- D. To automate the creation of supplier contracts.

Answer: A

Explanation:

The Supplier Portal in Oracle Fusion Cloud CX (and SCM) facilitates supplier interactions. Its primary function is to allow suppliers to manage purchase orders and invoices in real time.

Capabilities: Suppliers can view, update, and submit purchase orders and invoices directly, improving efficiency and transparency.

Benefit: Streamlines procurement and payment processes.

Option A (Contracts): Contract creation is separate from portal functions.

Option B (No Collaboration): Enhances collaboration, not eliminates it.

Option C (Analytics): Analytics may be available but aren't the primary focus.

Oracle Fusion Cloud CX and SCM documentation, like "Supplier Portal Guides," supports this function.

NEW QUESTION # 15

Which feature in Oracle Fusion Cloud CX Marketing helps in predicting customer behavior?

- A. Real-time campaign tracking.
- B. Social media integration.
- C. AI/ML-powered predictive analytics.
- D. Customer segmentation tools.

Answer: C

Explanation:

Oracle Fusion Cloud CX Marketing leverages advanced tools to anticipate customer actions, with AI/ML-powered predictive analytics being the feature that helps predict customer behavior.

How It Works: Uses machine learning to analyze historical data (e.g., purchases, interactions) and predict future actions (e.g., likelihood to buy).

Impact: Enables targeted campaigns and personalized offers, improving marketing effectiveness.

Option A (Segmentation): Groups customers but doesn't predict behavior.

Option C (Social Media): Enhances engagement, not prediction.

Option D (Tracking): Monitors performance, not future behavior.

Oracle Fusion Cloud CX Marketing documentation, like "Oracle AI for Fusion Applications," emphasizes predictive analytics for this purpose.

NEW QUESTION # 16

Which KPI helps evaluate the success of the campaign in driving business outcomes for the Campaign Execution to Opportunity OMBP in Oracle Fusion Cloud CX Marketing?

- A. Real-time Tracking of the Campaign Reach metric for gauging immediate audience engagement during campaign execution.
- B. Average Campaign Cost per Won Opportunity metric for understanding the financial return on investment.

- Answer: B**

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