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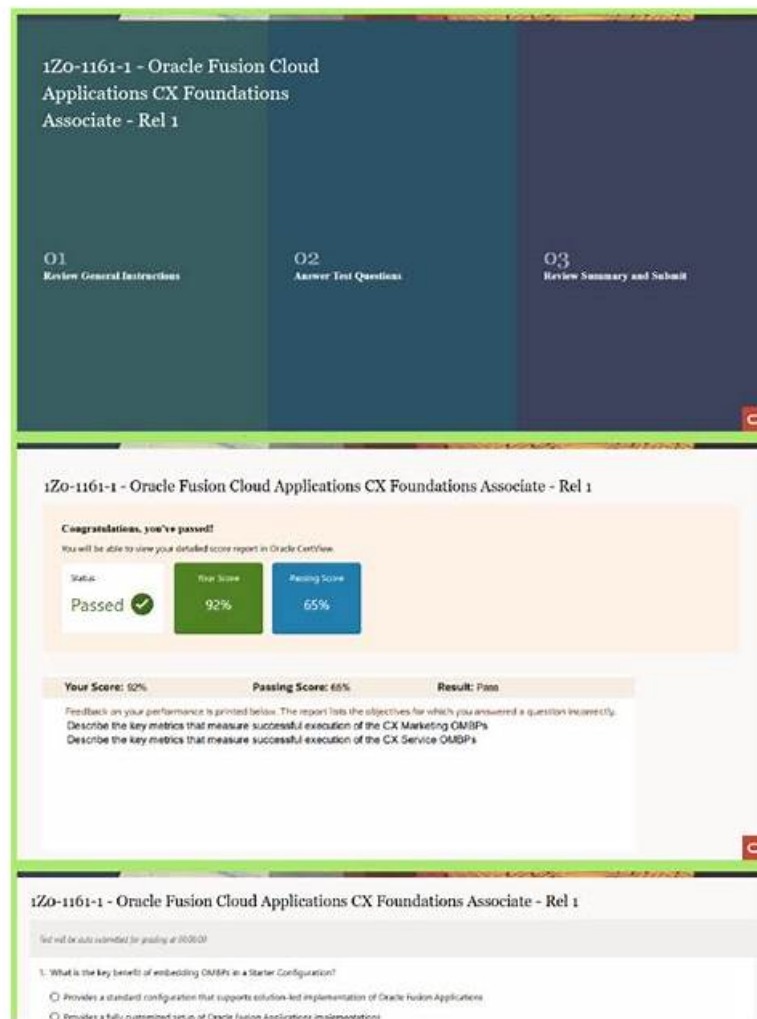
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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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.

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1Z0-1161-1 Study Materials: Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 & 1Z0-1161-1 Certification Training

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q38-Q43):

NEW QUESTION # 38
What is the primary purpose of the Production Order to Cost Update OMBP in Oracle Fusion Cloud SCM?

- A. To ensure immediate financial benefits through real-time cost updates.
- B. To enhance customer relationship management.
- C. To provide accurate cost calculations for better decision-making.
- D. To automate the production process without human supervision.

Answer: C

Explanation:
The Production Order to Cost Update OMBP (Operational Management Business Process) in Oracle Fusion Cloud SCM focuses on integrating production activities with cost tracking. Its primary purpose is to provide accurate cost calculations for better decision-making.
Functionality: This process captures costs (e.g., materials, labor, overhead) from production orders and updates them in the system, ensuring financial accuracy.
Impact: Accurate cost data supports strategic decisions, such as pricing, budgeting, and profitability analysis, by reflecting true production expenses.
Option A (Financial Benefits): While cost updates contribute to financial clarity, "immediate benefits" overstates the purpose; accuracy is the focus.
Option C (CRM): Unrelated to customer relationship management, which is a CX function.
Option D (Automation): Focuses on cost updates, not full production automation.
Oracle Fusion Cloud SCM documentation, such as "Cost Management Guides," emphasizes accurate cost tracking for decision-making in this OMBP.

NEW QUESTION # 39
How do AI/ML technologies assist service agents and managers in improving productivity and customer satisfaction within the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service?

- A. AI/ML focuses on training agents on customer service best practices, requiring manual effort for knowledge application.
- B. AI/ML-powered knowledge base search tools provide agents with relevant solutions instantly, and predictive models suggest the best responses.
- C. AI/ML is utilized for customer sentiment analysis, providing valuable insights.

Answer: B

Explanation:
The Customer Contact to Resolution OMBP (Operational Management Business Process) in Oracle Fusion Cloud CX Service aims to streamline the resolution of customer inquiries from initial contact to closure. AI/ML technologies significantly enhance this process by providing AI/ML-powered knowledge base search tools that deliver relevant solutions instantly and predictive models that suggest the best responses.
Instant Knowledge Base Search: AI-driven tools analyze customer queries in real-time, quickly retrieving accurate articles or solutions from the knowledge base, reducing agent effort and resolution time.
Predictive Models: ML algorithms predict optimal responses based on historical data, case context, and customer patterns, improving resolution accuracy and customer satisfaction.
Together, these capabilities boost agent productivity (faster resolutions) and customer satisfaction (accurate, timely solutions).
Option A (Training Focus): While training is valuable, it relies on manual application and doesn't directly leverage AI/ML for real-time productivity gains.
Option B (Sentiment Analysis): Sentiment analysis provides insights but is more supplementary, not the core mechanism for resolution efficiency.
Oracle Fusion Cloud CX Service documentation, such as "Oracle AI for Fusion Applications" and "Service Center Guides," highlights AI/ML's role in knowledge assistance and predictive resolution as key to this OMBP.

NEW QUESTION # 40
Which KPI in the Opportunity to Quote OMBP is essential for gauging the speed and effectiveness of the quoting process?

- A. Win Rate metric for measuring the percentage of quotes resulting in closed deals.
- B. Average Time to Quote Acceptance metric for evaluating the duration between quote delivery and customer acceptance.
- C. Quote Volume metric for measuring the number of quotes generated.
- D. Average Deal Size metric for analyzing the monetary value of closed deals.

Answer: B

Explanation:
The Opportunity to Quote OMBP (Operational Management Business Process) in Oracle Fusion Cloud CX Sales focuses on streamlining the process from identifying an opportunity to delivering a quote to the customer. The key performance indicator (KPI) that best gauges both the speed and effectiveness of this process is the Average Time to Quote Acceptance. This metric measures the duration from when a quote is delivered to the customer to when it is accepted, providing direct insight into how efficiently and effectively the quoting process converts opportunities into actionable outcomes. Speed is critical in sales to maintain customer engagement, and effectiveness ensures the quote meets customer needs, leading to acceptance.
Option A (Quote Volume): While this metric tracks the number of quotes generated, it only reflects activity volume, not the speed or success of the quoting process.
Option C (Win Rate): This measures the percentage of quotes resulting in closed deals, which indicates effectiveness but does not directly address the speed of the process.
Option D (Average Deal Size): This focuses on the monetary value of deals, which is a downstream outcome rather than a direct measure of the quoting process itself.
According to Oracle Fusion CX Sales documentation, such as the "Oracle Fusion Cloud CX Analytics FAQs" and "Oracle Fusion Cloud Sales Performance" guides, the Average Time to Quote Acceptance is a critical KPI for assessing the efficiency of sales processes like Opportunity to Quote, aligning with business goals of reducing cycle times and improving customer responsiveness.

NEW QUESTION # 41
Which feature in Oracle Fusion Cloud CX Service helps in improving agent productivity?

- A. AI/ML-powered knowledge base search tools.
- B. Automated customer segmentation.
- C. Social media integration.
- D. Real-time customer sentiment analysis.

Answer: A

Explanation:
Oracle Fusion Cloud CX Service enhances agent productivity with AI/ML-powered knowledge base search tools.
How It Works: AI analyzes queries and retrieves relevant knowledge articles instantly, reducing search time.
Impact: Speeds up resolutions, allowing agents to handle more cases efficiently.
Option A (Sentiment Analysis): Provides insights but doesn't directly boost productivity.
Option B (Segmentation): Marketing-focused, not agent productivity.
Option C (Social Media): Enhances engagement, not core productivity.
Oracle Fusion Cloud CX Service documentation, like "Oracle AI for Fusion Applications," highlights this feature.

NEW QUESTION # 42
Which feature in Oracle Fusion Cloud SCM ensures that supply planning recommendations reflect the latest supplier information?

- A. Increasing reorder points in inventory management.
- B. Real-time Supplier Collaboration.
- C. Implementing manual verification of supplier information before updating supply plans.
- D. Using separate forecasting models for procurement and supply chain planning.

Answer: B

Explanation:
Oracle Fusion Cloud SCM optimizes supply planning by integrating supplier data. The feature that ensures recommendations reflect the latest supplier information is Real-time Supplier Collaboration.
Functionality: Enables direct, real-time communication with suppliers to share updates on capacity, lead times, and availability.
Impact: Supply plans dynamically adjust to current supplier conditions, improving accuracy and responsiveness.
Option B (Reorder Points): Adjusts inventory thresholds but doesn't incorporate supplier data.
Option C (Manual Verification): Inefficient and outdated compared to real-time integration.
Option D (Separate Models): Disjointed forecasting lacks supplier synchronization.
Oracle Fusion Cloud SCM documentation, like "Supply Chain Collaboration Guides," highlights this feature's role in planning.

NEW QUESTION # 43
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