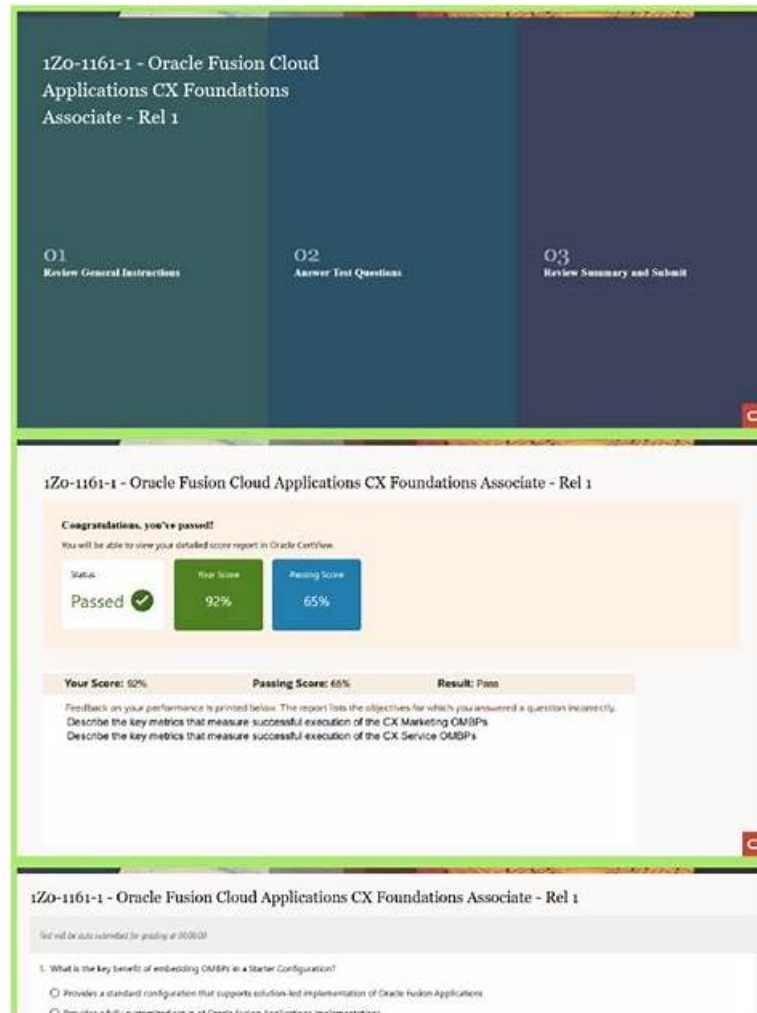# 100% Pass High-quality 1Z0-1161-1 - Reliable Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Test Pattern

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q33-Q38):

NEW QUESTION # 33
Which KPI in the Opportunity to Quote OMBP is essential for gauging the speed and effectiveness of the quoting process?

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

Answer: D

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 # 34
Which approach helps measure the success of the Knowledge Gap to Solution OMBP in Oracle Cloud Fusion CX Service?

- A. Relying on service agent feedback on the OMBP's usefulness.
- B. Measuring the time taken by service agents to respond to customer inquiries.
- C. Counting the number of new knowledge-base articles created.
- D. Analyzing average case resolution time, knowledge article accuracy, and customer satisfaction ratings.

Answer: D

Explanation:
The Knowledge Gap to Solution OMBP in Oracle Fusion Cloud CX Service aims to bridge gaps in agent knowledge by leveraging knowledge articles to resolve customer issues efficiently. Success in this process is best measured holistically by analyzing average case resolution time, knowledge article accuracy, and customer satisfaction ratings.
Average Case Resolution Time reflects how quickly issues are resolved, indicating the efficiency of knowledge application.
Knowledge Article Accuracy ensures the solutions provided are correct and effective, reducing rework or escalations.
Customer Satisfaction Ratings provide direct feedback on whether the resolution met customer expectations, tying the process to service quality.
Option B (Counting Articles): While creating new articles is part of maintaining a knowledge base, it doesn't measure how effectively those articles resolve issues.
Option C (Agent Response Time): This focuses narrowly on initial response speed, not the overall resolution success.
Option D (Agent Feedback): Subjective feedback from agents is valuable but lacks the quantitative and customer-centric focus needed for a comprehensive success metric.
Oracle Fusion Cloud CX Service documentation, including the "Fusion Service Questions and Answers" and "Service Center" guides, emphasizes these combined metrics as key indicators of knowledge management effectiveness, aligning with Oracle's focus on delivering consistent, accurate, and timely resolutions.

NEW QUESTION # 35
What is the primary function of the Supplier Portal in Oracle Fusion Cloud CX?

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

Answer: B

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 # 36
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 # 37
Which metric is essential for a comprehensive evaluation of the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service?

- A. Resolve Time, which captures the efficiency of the resolution process.
- B. Service Agent Response Time, which measures how quickly the service agent responds.
- C. Total Number of Customer Inquiries Handled, which considers the quality and complexity of the issues resolved.
- D. Internal Help Desk Ticket Resolution Rate, which measures how internal issues are resolved.

Answer: A

Explanation:
The Customer Contact to Resolution OMBP focuses on efficiently resolving customer issues. The essential metric for a comprehensive evaluation is Resolve Time, which captures the efficiency of the entire resolution process.
Scope: Measures the duration from contact initiation to issue closure, encompassing agent response, troubleshooting, and solution delivery.
Importance: Shorter resolve times indicate higher efficiency, directly impacting customer satisfaction and agent performance.

Option A (Response Time): Only measures initial contact, not full resolution.

Option C (Internal Rate): Focuses on internal issues, not customer-facing resolutions.

Option D (Inquiry Count): Reflects volume, not efficiency or quality.

Oracle Fusion Cloud CX Service documentation, such as "Service Center Guides," identifies Resolve Time as a core metric for this OMBP.

NEW QUESTION # 38

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