

1Z0-1161-1 Braindumpsit Dumps PDF & Oracle 1Z0-1161-1 Braindumpsit IT-Zertifizierung - Testking Examen Dumps



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Oracle 1Z0-1161-1 Prüfungsplan:

Thema	Einzelheiten
Thema 1	<ul style="list-style-type: none"> 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.
Thema 2	<ul style="list-style-type: none"> 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.
Thema 3	<ul style="list-style-type: none"> 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.

1Z0-1161-1 Musterprüfungsfragen - 1Z0-1161-1Zertifizierung & 1Z0-1161-1 Testfragen

Sind Sie mit Ihrer Arbeit zufrieden? Sind Sie damit Zufrieden, was Sie jetzt machen? Wollen Sie Ihre Arbeitsfähigkeit erhöhen? Dann müssen Sie zuerst mehr nützliche Fähigkeiten für Ihre Arbeit beherrschen. Und das wichtigste ist, dass Arbeitgeber wissen, Sie mehr Arbeitsfähigkeiten beherrschen. Dann legen Sie Oracle 1Z0-1161-1 Prüfung ab. 1Z0-1161-1 Prüfung kann Ihren Wunsch erreichen. Und es macht nichts, wenn Sie die Prüfungsfragen nicht genug kennen, weil Sie die Hilfe und die Vorbereitungswerkzeuge an ZertSoft finden können. Die Prüfungsfragen und-antworten können Ihnen helfen, Oracle 1Z0-1161-1 Zertifikat zu bekommen.

Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 1Z0-1161-1 Prüfungsfragen mit Lösungen (Q22-Q27):

22. Frage

Which KPI provides valuable insight into the performance of the Opportunity to Quote OMBP?

- A. Average Deal Size that provides insight into the typical value of revenue generated.
- B. Total Quotes Sent that tracks the aggregate number of quotes that have been generated and sent.
- C. Quote to Win Ratio that compares the number of quotes sent to the number of deals won.

Antwort: C

Begründung:

The Opportunity to Quote OMBP focuses on converting opportunities into successful quotes. The Quote to Win Ratio is the KPI that provides the most valuable insight into this process's performance.

It compares the number of quotes sent to the number of deals won, directly measuring the effectiveness of the quoting process in securing business.

A high ratio indicates quotes are well-targeted and compelling, while a low ratio signals inefficiencies or misalignments.

Option A (Total Quotes Sent): This measures activity volume but not success or performance quality.

Option B (Average Deal Size): While valuable, it reflects outcomes rather than the quoting process's performance.

Oracle Fusion Cloud CX Sales documentation, such as "CX Analytics FAQs," highlights Quote to Win Ratio as a critical KPI for assessing conversion efficiency in sales processes.

23. Frage

How do AI/ML technologies enhance the Knowledge Gap to Deliver Resolution OMBP in improving service agent productivity?

- A. AI/ML focuses on generating automated knowledge base articles, and agents manually search for relevant solutions during customer interactions.
- B. AI/ML-assisted issue resolution suggests potential solutions to service agents.
- C. AI/ML for Customer Segmentation provides targeted marketing and personalized customer experiences.

Antwort: B

Begründung:

The Knowledge Gap to Deliver Resolution OMBP aims to empower agents to resolve issues using knowledge resources. AI/ML enhances this by assisting issue resolution and suggesting potential solutions to service agents.

Suggested Solutions: AI analyzes case details and historical data to recommend relevant resolutions in real-time, reducing agent search time and improving accuracy.

This boosts productivity by streamlining the resolution process and minimizing manual effort.

Option A (Automated Articles): Generating articles is useful, but manual searching negates productivity gains.

Option B (Segmentation): This applies to marketing, not service resolution.

Oracle Fusion Cloud CX Service documentation, such as "Oracle AI for Fusion Applications," emphasizes AI/ML's role in resolution assistance for agent efficiency.

24. Frage

How is the effectiveness of the Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance measured?

- A. By evaluating manager feedback regarding the OMBP's success.
- B. By counting the number of coaching sessions conducted.

- C. By analyzing sales metrics, such as deal size and pipeline growth post-coaching.
- D. By reviewing the coaching plan's structure and content.

Antwort: C

Begründung:

The effectiveness of the Coaching Plan to Performance OMBP is best measured by analyzing sales metrics, such as deal size and pipeline growth post-coaching. This approach ties coaching directly to tangible business outcomes, reflecting its impact on sales performance.

Deal Size: Indicates whether coaching improves reps' ability to close higher-value deals.

Pipeline Growth: Shows if coaching enhances opportunity creation and progression.

These metrics provide objective evidence of productivity and revenue improvements, the ultimate goals of coaching.

Option A (Manager Feedback): Subjective feedback is useful but lacks the precision of data-driven metrics.

Option B (Plan Structure): Reviewing content doesn't measure real-world impact.

Option D (Session Count): Quantity of sessions doesn't guarantee quality or results.

Oracle Fusion CX Sales Performance documentation, including "CX Analytics FAQs," underscores sales metrics as the standard for evaluating performance-focused processes like coaching.

25. Frage

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.

Antwort: B

Begründung:

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.

26. Frage

Which feature in Oracle Fusion Cloud SCM helps in optimizing inventory levels?

- A. Replenishment Planning.
- B. Cost Accounting.
- C. Manufacturing Execution.
- D. Supplier Qualification.

Antwort: A

Begründung:

Oracle Fusion Cloud SCM optimizes inventory through Replenishment Planning, which helps maintain ideal stock levels.

Functionality: Analyzes demand forecasts, lead times, and current inventory to generate replenishment plans.

