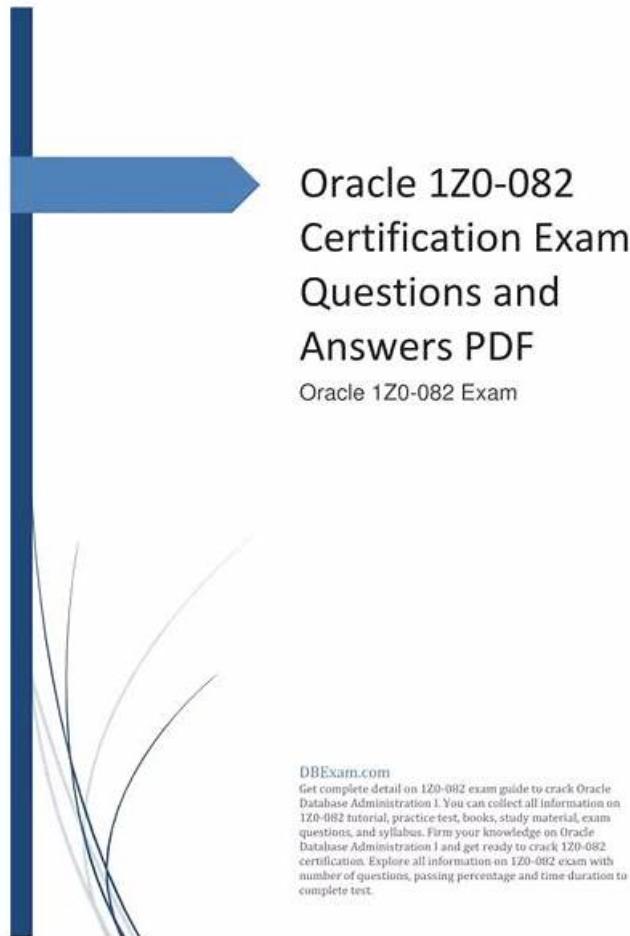


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Oracle Sales Business Process Foundations Associate Rel 2 Sample Questions (Q14-Q19):

NEW QUESTION # 14

Which statement about quote generation is incorrect?

- A. The quoting application may add products and services vital for a successful solution.
- B. Quotes are created based on the product details in the opportunity.
- C. Once a quote is complete, it is immediately sent to the customer for approval.
- D. Discounts may be applied to the quote during the quote generation process.

Answer: C

Explanation:

In Oracle CX Sales, quote generation follows a structured process. "Discounts may be applied" (B) is correct, as discounts are configurable during quoting. "Quotes are created based on opportunity product details" (C) is accurate, linking quotes to opportunities. "Adding vital products/services" (D) is possible to ensure a complete solution. However, "immediately sent to the customer" (A) is incorrect because quotes typically require internal review or approval (e.g., for out-of-policy discounts) before being sent, making this the incorrect statement (RDS: 1).

NEW QUESTION # 15

In the Channel Lead to Vendor Opportunity process, Ben, a Partner Sales Representative, has accepted a lead and conducted promising conversations with the customer, leading him to qualify the lead. Once the lead is qualified, what is the next action Ben will take?

- A. Retire the lead
- B. Convert the lead
- C. Reject the lead
- D. Transfer the lead
- E. Escalate the lead

Answer: B

Explanation:

After qualifying a lead in Oracle CX Sales, the next step is to "Convert the lead" (D) into an opportunity if it meets criteria, which Ben does after promising conversations. "Retire the lead" (A) or "Reject the lead" (C) applies to unqualified leads. "Escalate the lead" (B) involves higher review, unnecessary here. "Transfer the lead" (E) shifts ownership, not applicable post-qualification. The answer (Ans: 4) follows Oracle's lead-to-opportunity conversion process.

NEW QUESTION # 16

In an organization, Anita is the Channel Account Manager, Bob is the Partner Sales Manager, Chris is the Service Representative, Danielle is the Partner Sales Representative, and Edward is the Channel Sales Manager. Once a lead is converted into an opportunity, who will become the owner of the opportunity?

- A. Edward
- B. Chris
- C. Danielle
- D. Bob
- E. Anita

Answer: C

Explanation:

In Oracle CX Sales, the "Partner Sales Representative" (E), Danielle, becomes the opportunity owner after converting a lead, as they manage the sales cycle post-conversion in the channel process. "Edward" (A), Channel Sales Manager, and "Anita" (B), Channel Account Manager, oversee strategy and assignments, not ownership. "Chris" (C), Service Representative, is unrelated. "Bob" (D), Partner Sales Manager, supervises but doesn't own opportunities. The answer (Ans: 5) reflects Oracle's ownership rules.

NEW QUESTION # 17

Which three are used for creating leads in the CX Sales application?

- A. A Sales Administrator can use the Import Management process.
- B. A Sales Administrator can initiate a built-in lead generation process tool.
- C. A salesperson can manually create new leads in the UI.
- D. Leads can be created through integration with a marketing application, such as Oracle Eloqua.

Answer: A,C,D

Explanation:

Oracle CX Sales supports multiple lead creation methods. "A Sales Administrator can use the Import Management process" (B) allows bulk lead imports. "Integration with a marketing application like Oracle Eloqua" (C) automates lead capture from campaigns. "A salesperson can manually create new leads in the UI" (D) enables direct entry. "A built-in lead generation process tool" (A) is vague and not a standard Oracle CX Sales feature; lead generation typically ties to marketing tools or manual actions. The answer (Ans: 2-3-4) reflects Oracle's lead creation options.

NEW QUESTION # 18

As part of the Research and Engage Prospects stage, which option best defines social listening?

- A. Monitoring social media for buyer digital body language, buying cues, and requests for recommendations
- B. Monitoring websites for unfavorable opinions of a company's products
- C. Responding to customer complaints through direct responses on social media websites
- D. Generating product hype by paying influencers on social media sites

Answer: A

Explanation:

Social listening in Oracle CX Sales involves proactively tracking social media for insights into prospect behavior. "Monitoring social media for buyer digital body language, buying cues, and recommendations" (D) best defines this, as it focuses on identifying purchase intent and engagement opportunities. "Monitoring websites for opinions" (A) is narrower, "responding to complaints" (B) is reactive, and "paying influencers" (C) is a marketing tactic, not listening. Answer (Ans: 4) aligns with Oracle's prospect engagement strategy.

NEW QUESTION # 19

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