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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q15-Q20):

NEW QUESTION # 15

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. Social Media Engagement metric for adapting content strategies during campaign execution.
- B. Pre-campaign Review of Historical Campaign Performance metric for setting success benchmarks.
- C. Real-time Tracking of the Campaign Reach metric for gauging immediate audience engagement during campaign execution.
- D. Average Campaign Cost per Won Opportunity metric for understanding the financial return on investment.

Answer: D

Explanation:

The Campaign Execution to Opportunity OMBP aims to turn marketing campaigns into sales opportunities. The KPI that evaluates its success in driving business outcomes is Average Campaign Cost per Won Opportunity, as it measures financial return on investment (ROI).

Definition: Calculates the cost of the campaign divided by the number of opportunities won, showing cost-efficiency and business impact.

Business Outcome Focus: Links marketing spend to tangible sales results, a critical measure of success.

Option A (Historical Review): Useful for planning, not evaluating outcomes.

Option C (Social Engagement): Tracks engagement, not business results.

Option D (Campaign Reach): Measures exposure, not conversions or ROI.

Oracle Fusion CX Marketing documentation, like "Campaign Management Guides," highlights cost-per-opportunity as a vital KPI for ROI assessment.

NEW QUESTION # 16

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. Internal Help Desk Ticket Resolution Rate, which measures how internal issues are resolved.
- D. Total Number of Customer Inquiries Handled, which considers the quality and complexity of the issues 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 # 17

What is the key benefit of embedding OMIPs in a Starter Configuration?

- A. Provides a platform for customers to access third-party Oracle Fusion Applications configurations.
- B. Provides a fully customized setup of Oracle Fusion Applications implementations.
- **C. Provides a standard configuration that supports solution-led implementation of Oracle Fusion Applications.**

Answer: C

Explanation:

OMIPs (Operational Management Implementation Processes) are predefined processes embedded in Starter Configurations within Oracle Fusion Applications. The key benefit is that they provide a standard configuration that supports solution-led implementation of Oracle Fusion Applications.

Standard Configuration: OMIPs offer a prebuilt, best-practice framework that accelerates deployment by aligning with common business processes.

Solution-Led Implementation: This ensures organizations can quickly adopt Oracle Fusion solutions with minimal customization, reducing time-to-value and implementation complexity.

Option B (Fully Customized): Starter Configurations are not fully customized; they are standardized to provide a starting point, with customization optional.

Option C (Third-Party Access): OMIPs are Oracle-provided, not third-party configurations.

Per Oracle's "Oracle Cloud Applications Readiness" and "Implementation Guides," Starter Configurations with OMIPs are designed to streamline adoption using proven process templates.

NEW QUESTION # 18

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

Answer: D

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 # 19

Which feature in Oracle Fusion Cloud CX Sales Performance helps in automating incentive calculations?

- A. AI/ML-powered incentive management.
- B. Social media integration.
- C. Customer segmentation tools.
- D. Real-time sales performance tracking.

Answer: A

Explanation:

Oracle Fusion Cloud CX Sales Performance streamlines compensation with AI/ML-powered incentive management, which automates incentive calculations.

Capabilities: Uses AI/ML to process sales data, apply incentive rules, and calculate payouts accurately and efficiently.

Benefit: Reduces manual effort and errors, ensuring timely and fair compensation.

Option A (Social Media): Unrelated to incentives.

Option C (Segmentation): Marketing-focused, not compensation-related.

Option D (Tracking): Monitors performance, not calculations.

Oracle Fusion Cloud CX Sales Performance documentation, like "Incentive Compensation Guides," highlights this feature.

NEW QUESTION # 20

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