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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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.
Topic 3	<ul style="list-style-type: none"> • OMBPs for CX Sales: This section of the exam measures the skills of OGL Administrators and focuses on the sales process within Oracle Modern Best Practice. It explains the journey from lead generation to a successfully closed opportunity, ensuring a structured and efficient sales workflow. The design aspects and important considerations for implementing CX Sales OMBPs are discussed to help organizations streamline sales operations. Additionally, key performance metrics are described, offering a way to measure and track the success of CX Sales OMBPs.

Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q24-Q29):

NEW QUESTION # 24

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.

Answer: B

Explanation:

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.

NEW QUESTION # 25

Which feature in Oracle Fusion Cloud CX Service helps in improving agent productivity?

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

Answer: B

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 # 26

What is the primary function of the Supplier Portal in Oracle Fusion Cloud CX?

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

Answer: D

NEW QUESTION # 27

Which metric is used to evaluate the effectiveness of the Incentive Plan to Seller Earnings OMBP?

- A. Manager Satisfaction with the Incentive Structure.
- B. Sales Quota Attainment.
- C. Customer Acquisition Cost.
- D. Total Number of Incentive Plans Offered.

Answer: B

Explanation:

The Incentive Plan to Seller Earnings OMBP in Oracle Fusion Cloud CX Sales Performance aims to drive sales through effective compensation. The metric used to evaluate its effectiveness is Sales Quota Attainment.

Definition: Measures the percentage of sales targets achieved by reps, directly linking incentives to performance outcomes.

Relevance: It shows whether the incentive structure motivates reps to meet or exceed goals, validating its impact on earnings and sales success.

Option B (Number of Plans): Quantity doesn't reflect effectiveness.

Option C (Acquisition Cost): Focuses on marketing costs, not incentive impact.

Option D (Manager Satisfaction): Subjective and less tied to sales results.

Oracle Fusion CX Sales Performance documentation, like "Incentive Compensation Guides," identifies quota attainment as the primary effectiveness metric.

NEW QUESTION # 28

What is the purpose of the Global Order Promising feature in Oracle Fusion Cloud SCM?

- A. To provide real-time order commitment dates based on supply and demand constraints.
- B. To focus only on local inventory availability.
- C. To eliminate the need for supplier collaboration.
- D. To guarantee same-day delivery for all orders.

Answer: A

Explanation:

The Global Order Promising (GOP) feature in Oracle Fusion Cloud SCM ensures accurate order fulfillment planning. Its purpose is to provide real-time order commitment dates based on supply and demand constraints.

Functionality: GOP analyzes global inventory, production capacity, and supplier lead times to calculate realistic delivery dates.

Benefit: Enhances customer satisfaction by setting reliable expectations in real-time.

Option A (No Collaboration): GOP integrates supplier data, not eliminates it.

Option C (Same-Day Guarantee): Unrealistic and not its purpose.

Option D (Local Focus): GOP considers global, not just local, constraints.

Oracle Fusion Cloud SCM documentation, such as "Order Management Guides," details GOP's real-time promising capability.

NEW QUESTION # 29

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