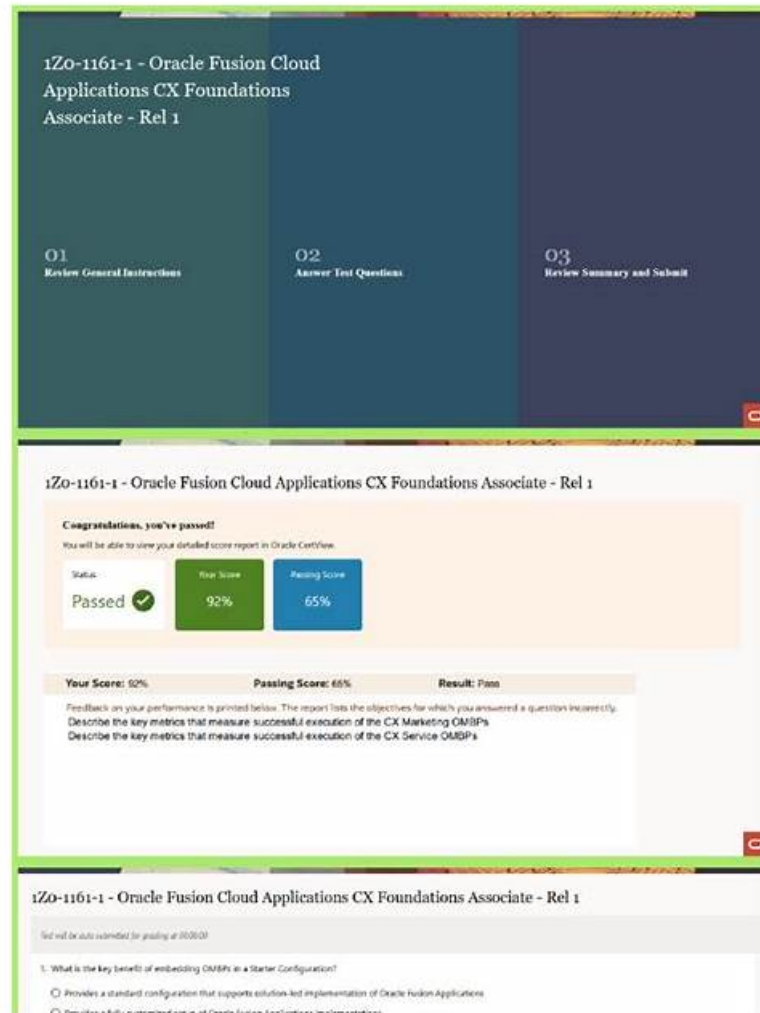


# 1Z0-1161-1 Actual Test Questions: Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 & 1Z0-1161-1 Test Quiz & 1Z0-1161-1 Test Torrent



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## Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 2	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>• OMBPs for CX Marketing: This section of the exam measures the skills of Training and Learning Managers and focuses on how OMBPs enhance CX Marketing processes. It explains the flow from audience generation to opportunity creation, ensuring targeted marketing efforts lead to successful conversions. Design considerations and important takeaways for implementing CX Marketing OMBPs are covered, helping organizations optimize marketing strategies. The section also describes key metrics that assess the success of CX Marketing OMBPs, ensuring effectiveness in execution and performance evaluation.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• OMBPs for CX Service: This section of the exam measures the skills of OGL Administrators and focuses on customer service processes within Oracle Cloud. It explains the process from initial customer contact to service resolution, ensuring efficient and timely handling of customer inquiries. The design considerations and important takeaways for CX Service OMBPs are discussed, helping businesses improve their service operations. Additionally, key metrics are outlined to measure the successful execution of CX Service OMBPs, ensuring high-quality customer support and satisfaction.</li> </ul>

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## Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q12-Q17):

### NEW QUESTION # 12

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

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

**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 # 13

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

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

**Answer: A**

### NEW QUESTION # 14

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

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

**Answer: C**

Explanation:

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.

### NEW QUESTION # 15

Which feature in Oracle Fusion Cloud SCM helps in tracking and managing real-time production processes?

- A. Manufacturing Execution.
- B. Inventory Management.
- C. Supplier Qualification.
- D. Cost Accounting.

**Answer: A**

Explanation:

Oracle Fusion Cloud SCM manages production through Manufacturing Execution, which tracks and manages real-time production processes.

Functionality: Monitors shop floor activities, such as work order progress, resource usage, and output, in real-time.

Impact: Ensures production stays on schedule and meets quality standards.

Option A (Qualification): Focuses on suppliers, not production.

Option B (Inventory): Tracks stock, not production processes.

Option D (Cost Accounting): Manages costs, not real-time operations.

Oracle Fusion Cloud SCM documentation, like "Manufacturing Guides," details this feature's role.

### NEW QUESTION # 16

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

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

**Answer: A**

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 # 17

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