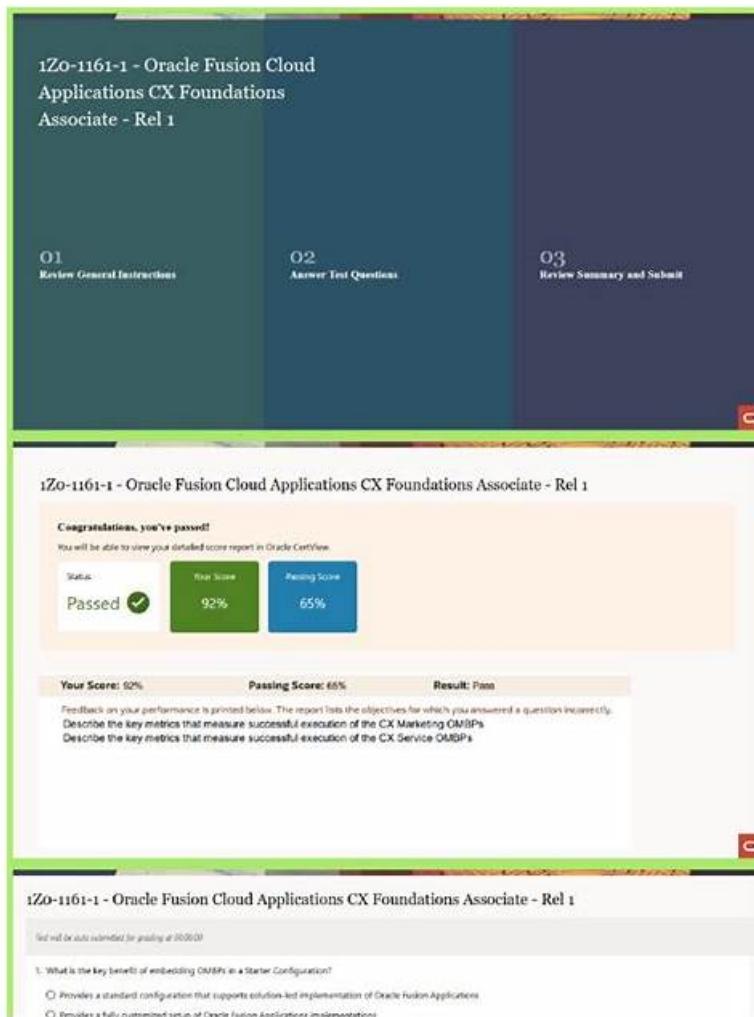


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## Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<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>

## Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q49-Q54):

### NEW QUESTION # 49

Which metric provides valuable insight about agent effectiveness in the Knowledge Gap to Deliver Resolution OMBP?

- A. Customer Churn Rate, which measures the number of customers leaving the product or service.
- B. Resolution Time, which measures the duration taken to resolve a customer issue from the moment it is reported.
- C. **Correct Resolution Rate**, which assesses the accuracy of the solutions provided to customers.

**Answer: C**

Explanation:

The Knowledge Gap to Deliver Resolution OMBP in Oracle Fusion Cloud CX Service focuses on agents using knowledge resources to resolve customer issues effectively. The Correct Resolution Rate is the metric that provides the most valuable insight into agent effectiveness.

It assesses the accuracy of solutions provided, directly reflecting how well agents leverage knowledge to address customer needs. A high rate indicates agents are applying the right information, reducing escalations and rework, which are key to effectiveness.

Option A (Customer Churn Rate): Churn reflects customer retention, not agent-specific effectiveness.

Option C (Resolution Time): Time measures efficiency, but not necessarily the correctness or quality of resolutions.

Oracle Fusion Cloud CX Service documentation, such as "Fusion Service Questions and Answers," identifies Correct Resolution Rate as a core metric for evaluating agent performance in knowledge-driven resolutions.

### NEW QUESTION # 50

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

**Answer: C**

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 # 51**

What is the primary purpose of the Production Order to Cost Update OMBP in Oracle Fusion Cloud SCM?

- A. To automate the production process without human supervision.
- B. To enhance customer relationship management.
- C. To ensure immediate financial benefits through real-time cost updates.
- D. To provide accurate cost calculations for better decision-making.

**Answer: D**

Explanation:

The Production Order to Cost Update OMBP (Operational Management Business Process) in Oracle Fusion Cloud SCM focuses on integrating production activities with cost tracking. Its primary purpose is to provide accurate cost calculations for better decision-making.

Functionality: This process captures costs (e.g., materials, labor, overhead) from production orders and updates them in the system, ensuring financial accuracy.

Impact: Accurate cost data supports strategic decisions, such as pricing, budgeting, and profitability analysis, by reflecting true production expenses.

Option A (Financial Benefits): While cost updates contribute to financial clarity, "immediate benefits" overstates the purpose; accuracy is the focus.

Option C (CRM): Unrelated to customer relationship management, which is a CX function.

Option D (Automation): Focuses on cost updates, not full production automation.

Oracle Fusion Cloud SCM documentation, such as "Cost Management Guides," emphasizes accurate cost tracking for decision-making in this OMBP.

**NEW QUESTION # 52**

Which feature in Oracle Fusion Cloud SCM ensures optimal inventory levels by tracking stock movement?

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

**Answer: B**

Explanation:

Oracle Fusion Cloud SCM optimizes inventory through various features, but Inventory Management ensures optimal levels by tracking stock movement.

Capabilities: Monitors stock inflows, outflows, and current levels across warehouses, enabling real-time visibility and control.

Optimization: Balances stock to meet demand without overstocking, reducing carrying costs and stockouts.

Option A (Manufacturing Execution): Manages production, not inventory tracking.

Option C (Supplier Qualification): Assesses suppliers, not stock levels.

Option D (Cost Accounting): Tracks costs, not physical inventory movement.

Oracle Fusion Cloud SCM documentation, like "Inventory Management Guides," highlights this feature's role in stock optimization.

### NEW QUESTION # 53

What is the primary function of the Knowledge Gap to Deliver Resolution OMBP in Oracle Fusion Cloud CX Service?

- A. To eliminate the need for a knowledge base.
- B. To focus on agent training without resolving customer issues.
- **C. To provide agents with AI/ML-powered knowledge base search tools.**
- D. To automate customer inquiries and reduce agent interaction.

**Answer: C**

Explanation:

The Knowledge Gap to Deliver Resolution OMBP in Oracle Fusion Cloud CX Service aims to empower agents to resolve issues efficiently. Its primary function is to provide agents with AI/ML-powered knowledge base search tools.

AI/ML Tools: Enable real-time, intelligent searches of the knowledge base, delivering relevant solutions instantly based on case context.

Impact: Reduces resolution time and improves accuracy, bridging the knowledge gap effectively.

Option A (No Knowledge Base): Contradicts the OMBP's reliance on knowledge resources.

Option C (Automation): Focuses on agent empowerment, not full automation.

Option D (Training Focus): Training is supplementary; resolution is the goal.

Oracle Fusion Cloud CX Service documentation, such as "Oracle AI for Fusion Applications," emphasizes AI/ML search tools for this OMBP.

### NEW QUESTION # 54

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