

# 1Z0-1161-1 Detailed Study Plan | Demo 1Z0-1161-1 Test

## Daily Study Planner



Date: August 6

WAKE UP AT	SLEEP AT	TODAY'S SUBJECTS
6:00 AM	10:00 PM	1. Data Analytics
HOURS TO STUDY		2. Business
PLANNED	8 hours	3. Social Entrepreneurship
ACTUAL	10 hours	4. Operation Optimization
TIMETABLE		DEADLINES
6:00	Preparation	1. Data Findings, August 7
7:00	Breakfast, Shower	2. Business Reports, August 8
8:00	Data Analytics	3. Social Entrepreneurship Output, August 10
9:00	Data Analytics	4. Recommendation Paper, August 10
10:00	Break	5. Proposal for Operation Optimization, August 12
11:00	Data Analytics	GOALS
12:00	Lunch	1. Complete sorting data from last week
13:00	Complete Business Reports	2. Analyze data
14:00	Complete Business Reports	3. Form conclusions and recommendations
15:00	Complete Business Reports	4. Finish 3 business reports
16:00	Break	5. Complete the social entrepreneurship output
17:00	Study Social Entrepreneurship	6. Make an outline for the operation optimization proposal
18:00	Study Social Entrepreneurship	STUDY PROGRESS
19:00	Dinner	1. Done organizing and analyzing data
20:00	Study Operation Optimization	2. Finished 2 out of 3 business reports
21:00	Study Operation Optimization	3. Half-way through the social entrepreneurship output
22:00	Rest	4. Finished writing outlines for the proposal

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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 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 2	<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>
Topic 3	<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 4	<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>

## Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q50-Q55):

### NEW QUESTION # 50

Which metric is used to measure the success of the Knowledge Gap to Solution OMBP?

- A. All of the above.
- B. Average case resolution time.
- C. Customer satisfaction ratings.
- D. Knowledge article accuracy.

**Answer: A**

Explanation:

The Knowledge Gap to Solution OMBP in Oracle Fusion Cloud CX Service aims to bridge agent knowledge gaps to resolve customer issues effectively. Its success is measured by a combination of metrics: customer satisfaction ratings, average case resolution time, and knowledge article accuracy, making "All of the above" the correct answer.

Customer Satisfaction Ratings: Reflects how well resolutions meet customer expectations, a direct outcome of effective knowledge use.

Average Case Resolution Time: Measures the efficiency of applying knowledge to close cases quickly, indicating process effectiveness.

Knowledge Article Accuracy: Ensures the solutions provided are correct, reducing rework and enhancing trust in the knowledge

base.

Combined Impact: These metrics together provide a holistic view of the OMBP's success in improving service quality, speed, and accuracy.

Oracle Fusion Cloud CX Service documentation, such as "Service Center Guides" and "CX Analytics FAQs," emphasizes these metrics as critical for evaluating knowledge-driven processes.

#### NEW QUESTION # 51

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 automate the creation of supplier contracts.
- D. To provide real-time analytics for supplier performance.

**Answer: A**

#### NEW QUESTION # 52

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

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

**Answer: D**

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 # 53

What is the primary function of the Back-to-Back Order Fulfillment process in Oracle Fusion Cloud SCM?

- A. To eliminate the need for supplier collaboration.
- B. To link customer orders to supplier purchase orders for direct fulfillment.
- C. To prioritize warehouse stock over supplier sourcing.
- D. To delay order fulfillment until inventory is replenished.

**Answer: B**

Explanation:

The Back-to-Back Order Fulfillment process in Oracle Fusion Cloud SCM optimizes order delivery. Its primary function is to link customer orders to supplier purchase orders for direct fulfillment.

Process: When a customer order is placed, it triggers a purchase order to the supplier, ensuring goods are sourced and shipped directly to fulfill the demand.

Benefit: Reduces inventory holding costs and speeds up fulfillment.

Option A (No Collaboration): Requires supplier integration, not elimination.

Option B (Delay): Aims for efficiency, not delays.

Option D (Warehouse Priority): Focuses on supplier sourcing, not existing stock.

Oracle Fusion Cloud SCM documentation, like "Order Management Guides," details this process.

### NEW QUESTION # 54

How does the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service enhance service agent performance and customer satisfaction?

- A. By automating customer inquiries and reducing agent interaction.
- B. By focusing on agent training, leaving the actual service request resolution process unchanged.
- **C. By providing agents with a comprehensive knowledge base, AI-powered search tools, and real-time customer context.**

**Answer: C**

Explanation:

The Customer Contact to Resolution OMBP enhances agent performance and customer satisfaction by providing agents with a comprehensive knowledge base, AI-powered search tools, and real-time customer context.

Knowledge Base: Offers a repository of solutions for quick reference.

AI-Powered Search: Delivers instant, relevant answers, reducing resolution time.

Real-Time Context: Provides customer history and issue details, enabling personalized, accurate responses.

Impact: Agents resolve issues faster and more effectively, improving satisfaction.

Option A (Automation): Full automation reduces agent involvement, contrary to enhancing performance.

Option B (Training Focus): Training alone doesn't address real-time resolution needs.

Oracle Fusion Cloud CX Service documentation, like "Service Center Guides," emphasizes these tools for this OMBP.

### NEW QUESTION # 55

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