

Oracle 1Z0-1161-1資格認定、1Z0-1161-1難易度受験料



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Oracleの1Z0-1161-1試験に合格するのに、私たちは最も早い時間で合格するのを追求します。私たちはお客様のための利益を求めるのを追求します。私たちはTech4Examです。Tech4ExamはOracleの1Z0-1161-1問題集の正確性と高いカバー率を保証します。Oracleの1Z0-1161-1問題集を購入したら、Tech4Examは一年間で無料更新サービスを提供することができます。は

Oracle 1Z0-1161-1 認定試験の出題範囲：

トピック	出題範囲
トピック 1	● CXサービス向けOMB：この試験セクションでは、OGL管理者のスキルを評価し、Oracle Cloudにおけるカスタマーサービスプロセスに焦点を当てます。顧客との初回コンタクトからサービス解決までのプロセスを解説し、顧客からの問い合わせを効率的かつタイムリーに処理できるようにします。CXサービスOMBの設計上の考慮事項と重要なポイントについても解説し、企業のサービス運用の改善に役立ちます。さらに、CXサービスOMBの成功度を測定するための主要な指標を概説し、高品質な顧客サポートと顧客満足度を確保します。
トピック 2	● Oracle CloudアプリケーションとOracle Modern Best Practice（OMB）：このセクションでは、OGL管理者のスキルを評価し、Oracle Cloudアプリケーションの提供内容と機能を網羅します。Oracle Cloudソリューションが、企業の業務効率化、顧客エクスペリエンスの向上、意思決定の改善にどのように役立つかを解説します。Oracle CXスイートの主要機能の概要を解説し、顧客エンゲージメントにおけるその役割について理解を深めます。さらに、シームレスな統合と運用効率を実現するために、様々なCX Modern Best Practice（OMB）間でデータがどのように流れるかを解説します。
トピック 3	● CXマーケティングのためのOMB：このセクションでは、トレーニング・ラーニング・マネージャーのスキルを評価し、OMBがCXマーケティングプロセスをどのように強化するかに焦点を当てます。オーディエンス生成から機会創出までのフローを解説し、ターゲットを絞ったマーケティング活動がコンバージョンの成功につながることを保証します。CXマーケティングOMBの導入における設計上の考慮事項と重要なポイントについても解説し、組織のマーケティング戦略の最適化を支援します。また、CXマーケティングOMBの成功を評価する主要な指標についても解説し、実行とパフォーマンス評価の有効性を確保します。

>> Oracle 1Z0-1161-1資格認定 <<

1Z0-1161-1試験の準備方法 | 素敵な1Z0-1161-1資格認定試験 | 一番優秀なOracle Fusion Cloud Applications CX Foundations Associate - Rel 1難易

度受験料

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 認定 1Z0-1161-1 試験問題 (Q15-Q20):

質問 # 15

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

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

正解: A

解説:

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.

質問 # 16

Which three are key capabilities of Oracle Cloud Success Navigator?

- **A. It offers guidance for continuous innovation.**
- **B. Provides guidance for implementation.**
- C. It is a place to renew your Oracle Cloud Service subscriptions.
- **D. It offers preconfigured starter environments.**
- E. It is a source of online product documentation.

正解: A、B、D

解説:

Oracle Cloud Success Navigator is a tool designed to support organizations throughout their Oracle Cloud journey. Its three key capabilities are:

C . Provides Guidance for Implementation: Offers step-by-step advice, best practices, and resources to ensure successful deployment of Oracle Cloud solutions.

D . Offers Guidance for Continuous Innovation: Helps customers explore new features and updates to maximize value and stay competitive.

E . Offers Preconfigured Starter Environments: Provides ready-to-use configurations (e.g., with OMIPs) to accelerate adoption and reduce setup time.

Option A (Product Documentation): Documentation exists elsewhere (e.g., docs.oracle.com), not as a primary Navigator function.

Option B (Subscription Renewal): Renewals are managed through other Oracle portals, not Success Navigator.

Per "Oracle Cloud Applications Readiness" and "Get Started" guides, these capabilities align with Success Navigator's purpose of guiding and accelerating cloud success.

質問 # 17

Which two modern features of Oracle Redwood User Interface are integrated into Oracle CX Applications?

- A. Nudges, such as visual cues, notifications, or strategically placed suggestions to encourage users to take specific actions.
- **B. Contextual Journeys, such as presenting different dashboards and actions to various levels of users.**
- **C. Standardized User Experience, such as familiar layouts, terminology, and interaction patterns, reducing the learning curve and improving usability.**
- D. Embellished AI, such as providing intelligent recommendations, automating tasks, offering predictive insights, or personalizing the user experience.

正解: B、C

解説:

The Oracle Redwood User Interface (UI) enhances usability in Oracle CX Applications with modern features. The two integrated features are:

A . Standardized User Experience: Provides consistent layouts, terminology, and patterns, reducing training time and boosting productivity.

C . Contextual Journeys: Delivers role-based dashboards and actions, tailoring the UI to user needs (e.g., sales reps vs. managers).

Option B (Nudges): While useful, nudges are less emphasized as a core Redwood feature in CX Applications.

Option D (Embellished AI): AI capabilities exist but are functional enhancements, not UI-specific features.

Oracle's "Redwood Design System" documentation highlights Standardized User Experience and Contextual Journeys as key UI elements.

質問 # 18

What is the primary purpose of Oracle Cloud Success Navigator?

- **A. Provide a best practice framework with tools and guidance that support organizations in the Cloud journey.**
- B. Provision Oracle Cloud Applications.
- C. Automate the migration of on-premises solutions to Oracle Cloud.
- D. Offer a platform for reporting bugs and issues with Oracle Cloud products.

正解: A

解説:

The primary purpose of Oracle Cloud Success Navigator is to provide a best practice framework with tools and guidance that support organizations in the Cloud journey.

Best Practice Framework: Offers resources, templates, and advice for planning, implementing, and optimizing Oracle Cloud solutions.

Tools and Guidance: Includes features like the Adoption Center and starter environments to ensure success from deployment to ongoing innovation.

This holistic support distinguishes it as a strategic enabler for cloud adoption.

Option A (Bug Reporting): Bug reporting occurs via other channels (e.g., My Oracle Support).

Option B (Provisioning): Provisioning is handled by Oracle Cloud Infrastructure, not Success Navigator.

Option D (Migration Automation): Migration support exists, but automation isn't its primary focus.

Oracle's "Get Started" and "Cloud Success Navigator Overview" documentation confirm its role as a guiding framework.

質問 # 19

What is the role of Intelligent Document Recognition (IDR) in Oracle Fusion Cloud CX?

- A. To manage customer interactions on social media.
- **B. To automate the extraction of data from documents for faster processing.**
- C. To provide real-time customer insights.
- D. To generate marketing campaign content.

正解: B

解説:

Intelligent Document Recognition (IDR) in Oracle Fusion Cloud CX leverages AI to streamline document-related processes. Its primary role is to automate the extraction of data from documents for faster processing.

Oracle Fusion Cloud CX documentation, such as "Oracle AI for Fusion Applications," highlights IDR's automation capabilities.

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