

# Latest Oracle 1Z0-1161-1 Exam Question - Valid 1Z0-1161-1 Exam Simulator



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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 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 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 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 4	<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>

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## Oracle Latest 1Z0-1161-1 Exam Question - Latest-updated Valid 1Z0-1161-1 Exam Simulator and Useful Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Valid Guide Files

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### Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q38-Q43):

#### NEW QUESTION # 38

How is the effectiveness of the Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance measured?

- A. By analyzing sales metrics, such as deal size and pipeline growth post-coaching.
- B. By reviewing the coaching plan's structure and content.
- C. By counting the number of coaching sessions conducted.
- D. By evaluating manager feedback regarding the OMBP's success.

#### Answer: A

Explanation:

The effectiveness of the Coaching Plan to Performance OMBP is best measured by analyzing sales metrics, such as deal size and pipeline growth post-coaching. This approach ties coaching directly to tangible business outcomes, reflecting its impact on sales performance.

Deal Size: Indicates whether coaching improves reps' ability to close higher-value deals.

Pipeline Growth: Shows if coaching enhances opportunity creation and progression.

These metrics provide objective evidence of productivity and revenue improvements, the ultimate goals of coaching.

Option A (Manager Feedback): Subjective feedback is useful but lacks the precision of data-driven metrics.

Option B (Plan Structure): Reviewing content doesn't measure real-world impact.

Option D (Session Count): Quantity of sessions doesn't guarantee quality or results.

Oracle Fusion CX Sales Performance documentation, including "CX Analytics FAQs," underscores sales metrics as the standard for evaluating performance-focused processes like coaching.

#### NEW QUESTION # 39

What is the purpose of the Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance?

- A. To provide tailored coaching recommendations based on AI/ML analysis.
- B. To eliminate the need for sales team training.
- C. To provide real-time analytics for coaching performance.
- D. To automate the creation of coaching plans.

#### Answer: A

Explanation:

The Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance aims to improve sales rep outcomes. Its purpose is to provide tailored coaching recommendations based on AI/ML analysis.

AI/ML Role: Analyzes rep performance data (e.g., deal size, conversion rates) to identify strengths and weaknesses.

Tailored Recommendations: Offers specific, actionable coaching plans, enhancing effectiveness over generic training.

Option A (No Training): Coaching enhances, not replaces, training.

Option B (Automation): Focuses on recommendations, not just plan creation.

Option D (Analytics): Analytics support the process, not the primary purpose.

Oracle Fusion CX Sales Performance documentation, such as "Oracle AI for Fusion Applications," supports this purpose.

#### NEW QUESTION # 40

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

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

**Answer: A**

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 # 41

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

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

**Answer: C**

#### NEW QUESTION # 42

Which metric is essential for a comprehensive evaluation of the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service?

- A. Internal Help Desk Ticket Resolution Rate, which measures how internal issues are resolved.
- B. Total Number of Customer Inquiries Handled, which considers the quality and complexity of the issues resolved.
- C. Service Agent Response Time, which measures how quickly the service agent responds.
- D. **Resolve Time**, which captures the efficiency of the resolution process.

**Answer: D**

Explanation:

The Customer Contact to Resolution OMBP focuses on efficiently resolving customer issues. The essential metric for a comprehensive evaluation is Resolve Time, which captures the efficiency of the entire resolution process.

Scope: Measures the duration from contact initiation to issue closure, encompassing agent response, troubleshooting, and solution delivery.

Importance: Shorter resolve times indicate higher efficiency, directly impacting customer satisfaction and agent performance.

Option A (Response Time): Only measures initial contact, not full resolution.

Option C (Internal Rate): Focuses on internal issues, not customer-facing resolutions.

Option D (Inquiry Count): Reflects volume, not efficiency or quality.

Oracle Fusion Cloud CX Service documentation, such as "Service Center Guides," identifies Resolve Time as a core metric for this OMBP.

#### NEW QUESTION # 43

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