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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q25-Q30):

NEW QUESTION # 25

What is the purpose of the Adoption Center in Oracle Cloud Success Navigator?

- A. It offers a library of case studies and success stories from existing Oracle Cloud customers.
- B. It serves as a knowledge base containing FAQs and troubleshooting guides for common issues.
- C. It provides a platform for customers to submit feedback and suggest new features.
- D. It allows customers to explore new theme-based features and understand their innovation opportunities.

Answer: D

Explanation:

The Adoption Center within Oracle Cloud Success Navigator is designed to help customers maximize their use of Oracle Cloud solutions. Its primary purpose is to allow customers to explore new theme-based features and understand their innovation opportunities.

It provides curated content on new functionalities, often organized by themes (e.g., AI enhancements or process improvements).

It helps customers identify how these features can drive innovation within their specific business context, encouraging adoption and value realization.

Option B (Case Studies): While case studies may be available elsewhere, they aren't the Adoption Center's core focus.

Option C (Knowledge Base): FAQs and troubleshooting are typically handled by other support resources, not the Adoption Center.

Option D (Feedback Platform): Feedback submission exists in other Oracle tools like Cloud Customer Connect, not the Adoption Center.

Per Oracle's official documentation, such as "Oracle Cloud Applications Readiness" and "Get Started" guides, the Adoption Center is a strategic tool for feature exploration and adoption planning.

NEW QUESTION # 26

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. Knowledge article accuracy.
- D. Customer satisfaction ratings.

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 # 27

Which feature in Oracle Fusion Cloud CX Service helps in improving agent productivity?

- A. Social media integration.
- B. Real-time customer sentiment analysis.
- C. Automated customer segmentation.

- **D. AI/ML-powered knowledge base search tools.**

Answer: D

Explanation:

Oracle Fusion Cloud CX Service enhances agent productivity with AI/ML-powered knowledge base search tools.

How It Works: AI analyzes queries and retrieves relevant knowledge articles instantly, reducing search time.

Impact: Speeds up resolutions, allowing agents to handle more cases efficiently.

Option A (Sentiment Analysis): Provides insights but doesn't directly boost productivity.

Option B (Segmentation): Marketing-focused, not agent productivity.

Option C (Social Media): Enhances engagement, not core productivity.

Oracle Fusion Cloud CX Service documentation, like "Oracle AI for Fusion Applications," highlights this feature.

NEW QUESTION # 28

Which approach helps measure the success of the Knowledge Gap to Solution OMBP in Oracle Cloud Fusion CX Service?

- A. Counting the number of new knowledge-base articles created.
- B. Relying on service agent feedback on the OMBP's usefulness.
- C. Measuring the time taken by service agents to respond to customer inquiries.
- **D. Analyzing average case resolution time, knowledge article accuracy, and customer satisfaction ratings.**

Answer: D

Explanation:

The Knowledge Gap to Solution OMBP in Oracle Fusion Cloud CX Service aims to bridge gaps in agent knowledge by leveraging knowledge articles to resolve customer issues efficiently. Success in this process is best measured holistically by analyzing average case resolution time, knowledge article accuracy, and customer satisfaction ratings.

Average Case Resolution Time reflects how quickly issues are resolved, indicating the efficiency of knowledge application.

Knowledge Article Accuracy ensures the solutions provided are correct and effective, reducing rework or escalations.

Customer Satisfaction Ratings provide direct feedback on whether the resolution met customer expectations, tying the process to service quality.

Option B (Counting Articles): While creating new articles is part of maintaining a knowledge base, it doesn't measure how effectively those articles resolve issues.

Option C (Agent Response Time): This focuses narrowly on initial response speed, not the overall resolution success.

Option D (Agent Feedback): Subjective feedback from agents is valuable but lacks the quantitative and customer-centric focus needed for a comprehensive success metric.

Oracle Fusion Cloud CX Service documentation, including the "Fusion Service Questions and Answers" and "Service Center" guides, emphasizes these combined metrics as key indicators of knowledge management effectiveness, aligning with Oracle's focus on delivering consistent, accurate, and timely resolutions.

NEW QUESTION # 29

Which feature in Oracle Fusion Cloud SCM ensures that supply planning recommendations reflect the latest supplier information?

- **A. Real-time Supplier Collaboration.**
- B. Increasing reorder points in inventory management.
- C. Using separate forecasting models for procurement and supply chain planning.
- D. Implementing manual verification of supplier information before updating supply plans.

Answer: A

Explanation:

Oracle Fusion Cloud SCM optimizes supply planning by integrating supplier data. The feature that ensures recommendations reflect the latest supplier information is Real-time Supplier Collaboration.

Functionality: Enables direct, real-time communication with suppliers to share updates on capacity, lead times, and availability.

Impact: Supply plans dynamically adjust to current supplier conditions, improving accuracy and responsiveness.

Option B (Reorder Points): Adjusts inventory thresholds but doesn't incorporate supplier data.

Option C (Manual Verification): Inefficient and outdated compared to real-time integration.

Option D (Separate Models): Disjointed forecasting lacks supplier synchronization.

Oracle Fusion Cloud SCM documentation, like "Supply Chain Collaboration Guides," highlights this feature's role in planning.

NEW QUESTION # 30

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