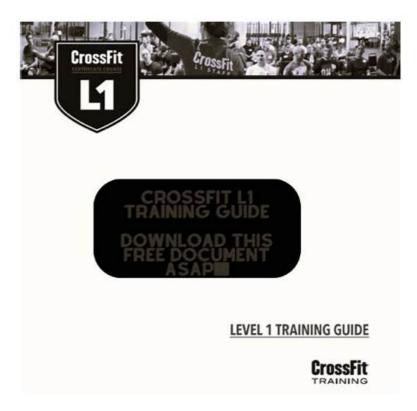
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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Торіс 1	 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.
Торіс 2	 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.

Topic 3	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.
Topic 4	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.
Topic 5	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.

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q35-Q40):

NEW QUESTION #35

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 provide agents with AI/ML-powered knowledge base search tools.
- C. To focus on agent training without resolving customer issues.
- D. To automate customer inquiries and reduce agent interaction.

Answer: B

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 #36

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. Customer Churn Rate, which measures the number of customers leaving the product or service.
- C. Resolution Time, which measures the duration taken to resolve a customer issue from the moment it is reported.

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 #37

How can the Incentive Plan to Seller Earnings OMBP in Oracle Fusion Cloud CX Sales Performance be evaluated for its success?

- A. Measure the impact of incentives on sales representative performance and earnings by analyzing sales metrics, such as revenue growth and deal size.
- B. Assess the complexity of the incentive plans to track actual sales results and representative earnings.
- C. Count the number of incentive plans created and measure their effectiveness in motivating and improving sales performance.

Answer: A

Explanation:

The Incentive Plan to Seller Earnings OMBP aims to boost sales through compensation strategies. Its success is best evaluated by measuring the impact of incentives on sales representative performance and earnings by analyzing sales metrics, such as revenue growth and deal size.

Metrics Focus: Revenue growth and deal size directly reflect how incentives drive performance and earnings, aligning with business goals.

Comprehensive Evaluation: Ties incentives to measurable outcomes, ensuring effectiveness is quantifiable.

Option A (Complexity): Complexity doesn't measure results.

Option B (Plan Count): Quantity doesn't guarantee impact.

Oracle Fusion CX Sales Performance documentation, like "Incentive Compensation Guides," emphasizes sales metrics for success evaluation.

NEW QUESTION #38

Which metric is used to measure the effectiveness of the Demand to Management OMBP?

- A. Customer Acquisition Cost.
- B. Inventory Turnover.
- C. Supplier Lead Time.
- D. Forecast Accuracy.

Answer: D

Explanation:

The Demand to Management OMBP in Oracle Fusion Cloud SCM focuses on aligning supply with demand through effective forecasting and planning. The metric used to measure its effectiveness is Forecast Accuracy.

Definition: Measures how closely demand forecasts match actual demand, expressed as a percentage.

Relevance: High accuracy indicates the OMBP successfully predicts demand, enabling efficient inventory and resource planning.

Option B (Acquisition Cost): Marketing-focused, not demand management.

Option C (Inventory Turnover): Reflects inventory efficiency, not forecast effectiveness.

Option D (Lead Time): Supplier-related, not a direct measure of demand management.

Oracle Fusion Cloud SCM documentation, such as "Demand Management Guides," identifies forecast accuracy as the key metric.

NEW QUESTION #39

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 eliminate the need for supplier collaboration.
- D. To allow suppliers to manage purchase orders and invoices in real time.

Answer: D

NEW QUESTION #40

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