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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q15-Q20):

NEW QUESTION # 15

Which feature in Oracle Fusion Cloud CX Sales Performance helps in automating incentive calculations?

- A. Real-time sales performance tracking.
- B. Customer segmentation tools.
- C. Social media integration.
- **D. AI/ML-powered incentive management.**

Answer: D

Explanation:

Oracle Fusion Cloud CX Sales Performance streamlines compensation with AI/ML-powered incentive management, which automates incentive calculations.

Capabilities: Uses AI/ML to process sales data, apply incentive rules, and calculate payouts accurately and efficiently.

Benefit: Reduces manual effort and errors, ensuring timely and fair compensation.

Option A (Social Media): Unrelated to incentives.

Option C (Segmentation): Marketing-focused, not compensation-related.

Option D (Tracking): Monitors performance, not calculations.

Oracle Fusion Cloud CX Sales Performance documentation, like "Incentive Compensation Guides," highlights this feature.

NEW QUESTION # 16

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

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

Answer: C

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 # 17

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

Answer: A

Explanation:

The Supplier Portal in Oracle Fusion Cloud CX (and SCM) facilitates supplier interactions. Its primary function is to allow suppliers to manage purchase orders and invoices in real time.

Capabilities: Suppliers can view, update, and submit purchase orders and invoices directly, improving efficiency and transparency.

Benefit: Streamlines procurement and payment processes.

Option A (Contracts): Contract creation is separate from portal functions.

Option B (No Collaboration): Enhances collaboration, not eliminates it.

Option C (Analytics): Analytics may be available but aren't the primary focus.
Oracle Fusion Cloud CX and SCM documentation, like "Supplier Portal Guides," supports this function.

NEW QUESTION # 18

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

Answer: A

NEW QUESTION # 19

How can organizations maximize the benefits of the Capture Launch activity in the Lead to Opportunity OMBP to improve their sales pipeline?

- A. By relying on marketing automation tools to capture and qualify leads.
- B. By prioritizing leads based on the monetary value of potential deals.
- **C. By using a lead distribution strategy that assigns the optimal sales representative.**

Answer: C

Explanation:

The Lead to Opportunity OMBP in Oracle Fusion Cloud CX Sales focuses on converting leads into sales opportunities, with the Capture Launch activity initiating this process. Organizations can maximize benefits by using a lead distribution strategy that assigns the optimal sales representative.

Optimal Assignment: Matching leads to reps based on expertise, territory, or past performance increases the likelihood of successful conversions, improving pipeline quality.

This strategy leverages data-driven insights (e.g., from CRM analytics) to ensure the right rep handles the right lead, enhancing efficiency and outcomes.

Option A (Monetary Prioritization): Focusing solely on deal value may neglect smaller, high-potential leads, limiting pipeline growth.

Option B (Marketing Automation): Automation aids capture and qualification but doesn't address the critical handoff to sales reps, which is key in Capture Launch.

Oracle Fusion Cloud CX Sales documentation, like "Lead Management Guides," underscores intelligent lead distribution as a best practice for pipeline optimization.

NEW QUESTION # 20

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