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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 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	• 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.

Topic 4	• 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.
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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q27-Q32):

NEW QUESTION # 27

What is the purpose of the Global Order Promising feature in Oracle Fusion Cloud SCM?

- A. To provide real-time order commitment dates based on supply and demand constraints.
- B. To guarantee same-day delivery for all orders.
- C. To focus only on local inventory availability.
- D. To eliminate the need for supplier collaboration.

Answer: A

Explanation:

The Global Order Promising (GOP) feature in Oracle Fusion Cloud SCM ensures accurate order fulfillment planning. Its purpose is to provide real-time order commitment dates based on supply and demand constraints.

Functionality: GOP analyzes global inventory, production capacity, and supplier lead times to calculate realistic delivery dates.

Benefit: Enhances customer satisfaction by setting reliable expectations in real-time.

Option A (No Collaboration): GOP integrates supplier data, not eliminates it.

Option C (Same-Day Guarantee): Unrealistic and not its purpose.

Option D (Local Focus): GOP considers global, not just local, constraints.

Oracle Fusion Cloud SCM documentation, such as "Order Management Guides," details GOP's real-time promising capability.

NEW QUESTION # 28

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

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

Answer: C

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 # 29

Which feature in Oracle Fusion Cloud SCM ensures optimal inventory levels by tracking stock movement?

- **A. Inventory Management.**
- B. Manufacturing Execution.
- C. Supplier Qualification.
- D. Cost Accounting.

Answer: A

Explanation:

Oracle Fusion Cloud SCM optimizes inventory through various features, but Inventory Management ensures optimal levels by tracking stock movement.

Capabilities: Monitors stock inflows, outflows, and current levels across warehouses, enabling real-time visibility and control.

Optimization: Balances stock to meet demand without overstocking, reducing carrying costs and stockouts.

Option A (Manufacturing Execution): Manages production, not inventory tracking.

Option C (Supplier Qualification): Assesses suppliers, not stock levels.

Option D (Cost Accounting): Tracks costs, not physical inventory movement.

Oracle Fusion Cloud SCM documentation, like "Inventory Management Guides," highlights this feature's role in stock optimization.

NEW QUESTION # 30

Which feature in Oracle Fusion Cloud SCM helps in assessing and approving suppliers based on compliance and performance criteria?

- **A. Supplier Qualification Management.**
- B. Supplier Portal.
- C. Manufacturing Execution.
- D. Cost Accounting.

Answer: A

Explanation:

Oracle Fusion Cloud Supply Chain Management (SCM) includes several features to manage supplier relationships, but Supplier Qualification Management is specifically designed to assess and approve suppliers based on compliance and performance criteria.

Functionality: This feature enables organizations to define qualification criteria (e.g., certifications, quality standards, delivery performance), collect supplier data, and evaluate it against compliance and performance benchmarks.

Process: It supports creating questionnaires, tracking responses, and generating qualification outcomes, ensuring suppliers meet regulatory and operational standards before approval.

Impact: This enhances supply chain reliability by onboarding only qualified suppliers.

Option A (Cost Accounting): Focuses on financial tracking, not supplier assessment.

Option C (Manufacturing Execution): Manages production processes, not supplier qualifications.

Option D (Supplier Portal): Facilitates supplier collaboration but lacks the evaluation depth of Qualification Management.

Per Oracle Fusion Cloud SCM documentation, such as "Supplier Management Guides," Supplier Qualification Management is the key tool for this purpose.

NEW QUESTION # 31

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

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

Answer: D

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 # 32

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