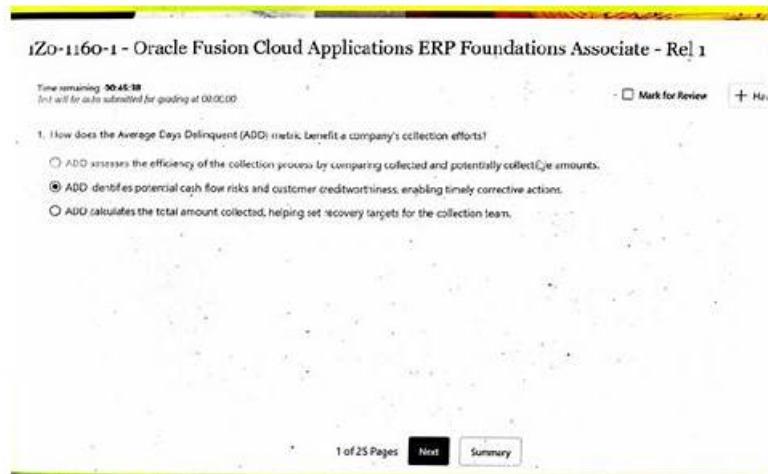


# Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Valid Exam Format & 1Z0-1161-1 Latest Practice Questions & Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Free Updated Training



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## Oracle 1Z0-1161-1 Exam Syllabus Topics:

| Topic   | Details   |
|---------|---|
| Topic 1 | <ul style="list-style-type: none"><li>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.</li></ul>   |
| Topic 2 | <ul style="list-style-type: none"><li>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.</li></ul> |

|         |  |
|---------|--|
| Topic 3 | <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> |
|---------|--|

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### Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q13-Q18):

#### NEW QUESTION # 13

Which feature in Oracle Fusion Cloud SCM ensures real-time communication between suppliers and buyers?

- A. Manufacturing Execution.
- B. Cost Accounting.
- C. Supply Chain Collaboration.
- D. Supplier Qualification.

**Answer: C**

Explanation:

Oracle Fusion Cloud SCM facilitates supplier-buyer interactions through Supply Chain Collaboration.

Functionality: Provides a platform for real-time data sharing (e.g., forecasts, orders, inventory) between suppliers and buyers.

Benefit: Enhances coordination, visibility, and responsiveness in the supply chain.

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

Option B (Qualification): Assesses suppliers, not real-time interaction.

Option D (Manufacturing): Manages production, not supplier communication.

Oracle Fusion Cloud SCM documentation, such as "Supply Chain Collaboration Guides," confirms this feature's role.

#### NEW QUESTION # 14

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

- A. Automated customer segmentation.
- B. Social media integration.
- C. Real-time customer sentiment analysis.
- 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 # 15

Which two modern features of Oracle Redwood User Interface are integrated into Oracle CX Applications?

- A. Contextual Journeys, such as presenting different dashboards and actions to various levels of users.
- B. Standardized User Experience, such as familiar layouts, terminology, and interaction patterns, reducing the learning curve and improving usability.
- C. Embellished AI, such as providing intelligent recommendations, automating tasks, offering predictive insights, or personalizing the user experience.
- D. Nudges, such as visual cues, notifications, or strategically placed suggestions to encourage users to take specific actions.

**Answer: A,B**

Explanation:

The Oracle Redwood User Interface (UI) enhances usability in Oracle CX Applications with modern features. The two integrated features are:

A . Standardized User Experience: Provides consistent layouts, terminology, and patterns, reducing training time and boosting productivity.

C . Contextual Journeys: Delivers role-based dashboards and actions, tailoring the UI to user needs (e.g., sales reps vs. managers).

Option B (Nudges): While useful, nudges are less emphasized as a core Redwood feature in CX Applications.

Option D (Embellished AI): AI capabilities exist but are functional enhancements, not UI-specific features.

Oracle's "Redwood Design System" documentation highlights Standardized User Experience and Contextual Journeys as key UI elements.

### NEW QUESTION # 16

Which KPI provides valuable insight into the performance of the Opportunity to Quote OMBP?

- A. Total Quotes Sent that tracks the aggregate number of quotes that have been generated and sent.
- B. **Quote to Win Ratio that compares the number of quotes sent to the number of deals won.**
- C. Average Deal Size that provides insight into the typical value of revenue generated.

**Answer: B**

Explanation:

The Opportunity to Quote OMBP focuses on converting opportunities into successful quotes. The Quote to Win Ratio is the KPI that provides the most valuable insight into this process's performance.

It compares the number of quotes sent to the number of deals won, directly measuring the effectiveness of the quoting process in securing business.

A high ratio indicates quotes are well-targeted and compelling, while a low ratio signals inefficiencies or misalignments.

Option A (Total Quotes Sent): This measures activity volume but not success or performance quality.

Option B (Average Deal Size): While valuable, it reflects outcomes rather than the quoting process's performance.

Oracle Fusion Cloud CX Sales documentation, such as "CX Analytics FAQs," highlights Quote to Win Ratio as a critical KPI for assessing conversion efficiency in sales processes.

### NEW QUESTION # 17

Which KPI in the Opportunity to Quote OMBP is essential for gauging the speed and effectiveness of the quoting process?

- A. **Average Time to Quote Acceptance metric for evaluating the duration between quote delivery and customer acceptance.**
- B. Quote Volume metric for measuring the number of quotes generated.
- C. Win Rate metric for measuring the percentage of quotes resulting in closed deals.
- D. Average Deal Size metric for analyzing the monetary value of closed deals.

**Answer: A**

Explanation:

The Opportunity to Quote OMBP (Operational Management Business Process) in Oracle Fusion Cloud CX Sales focuses on

streamlining the process from identifying an opportunity to delivering a quote to the customer. The key performance indicator (KPI) that best gauges both the speed and effectiveness of this process is the Average Time to Quote Acceptance. This metric measures the duration from when a quote is delivered to the customer to when it is accepted, providing direct insight into how efficiently and effectively the quoting process converts opportunities into actionable outcomes. Speed is critical in sales to maintain customer engagement, and effectiveness ensures the quote meets customer needs, leading to acceptance.

Option A (Quote Volume): While this metric tracks the number of quotes generated, it only reflects activity volume, not the speed or success of the quoting process.

Option C (Win Rate): This measures the percentage of quotes resulting in closed deals, which indicates effectiveness but does not directly address the speed of the process.

Option D (Average Deal Size): This focuses on the monetary value of deals, which is a downstream outcome rather than a direct measure of the quoting process itself.

According to Oracle Fusion CX Sales documentation, such as the "Oracle Fusion Cloud CX Analytics FAQs" and "Oracle Fusion Cloud Sales Performance" guides, the Average Time to Quote Acceptance is a critical KPI for assessing the efficiency of sales processes like Opportunity to Quote, aligning with business goals of reducing cycle times and improving customer responsiveness.

## NEW QUESTION # 18

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