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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	• 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 3	• 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.
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.
Topic 5	• 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.

Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q11-Q16):

NEW QUESTION # 11

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

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

Answer: B

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 # 12

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

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

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 # 13

How do AI/ML technologies assist in enhancing productivity within the Campaign Execution to Opportunity OMBP in Oracle Fusion Cloud CX Marketing?

- A. ML algorithms forecast market trends, guiding campaign strategies.
- **B. AI provides robust reporting options, allowing for better customer targeting and behavioral analysis.**
- C. AI-powered chatbots handle customer inquiries, allowing agents to focus on complex tasks.
- D. ML generates creative content for campaigns, reducing human effort.

Answer: B

Explanation:

The Campaign Execution to Opportunity OMBP in Oracle Fusion Cloud CX Marketing focuses on turning marketing campaigns into sales opportunities. AI/ML enhances productivity here by providing robust reporting options, allowing for better customer targeting and behavioral analysis.

AI analyzes campaign performance data (e.g., engagement rates, conversions) and customer behavior (e.g., preferences, purchase history).

Robust reporting delivers actionable insights, enabling precise targeting and personalized campaigns that increase opportunity creation.

This data-driven approach reduces manual analysis time, boosting marketing team productivity.

Option A (Chatbots): Chatbots are more relevant to service, not campaign execution.

Option B (Content Generation): ML can assist with content, but it's not the primary productivity driver in this OMBP.

Option C (Trend Forecasting): Forecasting informs strategy but doesn't directly enhance execution productivity.

Oracle's "Oracle AI for Fusion Applications" and "CX Marketing" guides emphasize AI's role in advanced analytics and targeting for marketing processes.

NEW QUESTION # 14

How do AI/ML technologies assist service agents and managers in improving productivity and customer satisfaction within the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service?

- **A. AI/ML-powered knowledge base search tools provide agents with relevant solutions instantly, and predictive models suggest the best responses.**
- B. AI/ML is utilized for customer sentiment analysis, providing valuable insights.
- C. AI/ML focuses on training agents on customer service best practices, requiring manual effort for knowledge application.

Answer: A

Explanation:

The Customer Contact to Resolution OMBP (Operational Management Business Process) in Oracle Fusion Cloud CX Service aims to streamline the resolution of customer inquiries from initial contact to closure. AI/ML technologies significantly enhance this process by providing AI/ML-powered knowledge base search tools that deliver relevant solutions instantly and predictive models that suggest the best responses.

Instant Knowledge Base Search: AI-driven tools analyze customer queries in real-time, quickly retrieving accurate articles or solutions from the knowledge base, reducing agent effort and resolution time.

Predictive Models: ML algorithms predict optimal responses based on historical data, case context, and customer patterns, improving resolution accuracy and customer satisfaction.

Together, these capabilities boost agent productivity (faster resolutions) and customer satisfaction (accurate, timely solutions).

Option A (Training Focus): While training is valuable, it relies on manual application and doesn't directly leverage AI/ML for real-time productivity gains.

Option B (Sentiment Analysis): Sentiment analysis provides insights but is more supplementary, not the core mechanism for resolution efficiency.

Oracle Fusion Cloud CX Service documentation, such as "Oracle AI for Fusion Applications" and "Service Center Guides," highlights AI/ML's role in knowledge assistance and predictive resolution as key to this OMBP.

NEW QUESTION # 15

Which metric is critical in understanding the impact and effectiveness of the Incentive Plan to Seller Earnings OMBP in Oracle Fusion Cloud CX Sales Performance?

- A. Total Number of Incentive Plans Offered, which captures the quality and effectiveness of the incentives in driving sales.
- **B. Sales Quota Attainment, which demonstrates the direct correlation between incentives and sales performance.**
- C. Manager Satisfaction with the Incentive Structure, which captures the sales team's performance and earnings.

Answer: B

Explanation:

The Incentive Plan to Seller Earnings OMBP aims to motivate sales reps through compensation tied to performance. The critical metric for understanding its impact and effectiveness is Sales Quota Attainment, which demonstrates the direct correlation between incentives and sales performance.

Sales Quota Attainment: Tracks how well reps meet or exceed targets, directly reflecting whether incentives drive desired behaviors and results.

It ties earnings to measurable sales outcomes, validating the OMBP's success in aligning compensation with business goals.

Option A (Number of Plans): Quantity of plans doesn't indicate their quality or impact on performance.

Option C (Manager Satisfaction): Subjective satisfaction lacks the precision of performance-based metrics.

Oracle Fusion CX Sales Performance documentation, including "Incentive Compensation Guides," highlights quota attainment as a primary measure of incentive effectiveness.

NEW QUESTION # 16

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