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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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 2	<ul style="list-style-type: none"> • 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 3	<ul style="list-style-type: none"> • 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.

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q21-Q26):

NEW QUESTION # 21

How is the effectiveness of the Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance measured?

- A. By analyzing sales metrics, such as deal size and pipeline growth post-coaching.
- B. By reviewing the coaching plan's structure and content.
- C. By evaluating manager feedback regarding the OMBP's success.
- D. By counting the number of coaching sessions conducted.

Answer: A

Explanation:

The effectiveness of the Coaching Plan to Performance OMBP is best measured by analyzing sales metrics, such as deal size and pipeline growth post-coaching. This approach ties coaching directly to tangible business outcomes, reflecting its impact on sales performance.

Deal Size: Indicates whether coaching improves reps' ability to close higher-value deals.

Pipeline Growth: Shows if coaching enhances opportunity creation and progression.

These metrics provide objective evidence of productivity and revenue improvements, the ultimate goals of coaching.

Option A (Manager Feedback): Subjective feedback is useful but lacks the precision of data-driven metrics.

Option B (Plan Structure): Reviewing content doesn't measure real-world impact.

Option D (Session Count): Quantity of sessions doesn't guarantee quality or results.

Oracle Fusion CX Sales Performance documentation, including "CX Analytics FAQs," underscores sales metrics as the standard for evaluating performance-focused processes like coaching.

NEW QUESTION # 22

Which three are key capabilities of Oracle Cloud Success Navigator?

- A. It offers preconfigured starter environments.
- B. It is a place to renew your Oracle Cloud Service subscriptions.
- C. It is a source of online product documentation.
- D. It offers guidance for continuous innovation.
- E. Provides guidance for implementation.

Answer: A,D,E

Explanation:

Oracle Cloud Success Navigator is a tool designed to support organizations throughout their Oracle Cloud journey. Its three key capabilities are:

C . Provides Guidance for Implementation: Offers step-by-step advice, best practices, and resources to ensure successful deployment of Oracle Cloud solutions.

D . Offers Guidance for Continuous Innovation: Helps customers explore new features and updates to maximize value and stay competitive.

E . Offers Preconfigured Starter Environments: Provides ready-to-use configurations (e.g., with OMIPs) to accelerate adoption and reduce setup time.

Option A (Product Documentation): Documentation exists elsewhere (e.g., docs.oracle.com), not as a primary Navigator function.

Option B (Subscription Renewal): Renewals are managed through other Oracle portals, not Success Navigator.

Per "Oracle Cloud Applications Readiness" and "Get Started" guides, these capabilities align with Success Navigator's purpose of guiding and accelerating cloud success.

NEW QUESTION # 23

How does the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service enhance service agent performance and customer satisfaction?

- A. By automating customer inquiries and reducing agent interaction.
- B. By providing agents with a comprehensive knowledge base, AI-powered search tools, and real-time customer context.
- C. By focusing on agent training, leaving the actual service request resolution process unchanged.

Answer: B

Explanation:

The Customer Contact to Resolution OMBP enhances agent performance and customer satisfaction by providing agents with a comprehensive knowledge base, AI-powered search tools, and real-time customer context.

Knowledge Base: Offers a repository of solutions for quick reference.

AI-Powered Search: Delivers instant, relevant answers, reducing resolution time.

Real-Time Context: Provides customer history and issue details, enabling personalized, accurate responses.

Impact: Agents resolve issues faster and more effectively, improving satisfaction.

Option A (Automation): Full automation reduces agent involvement, contrary to enhancing performance.

Option B (Training Focus): Training alone doesn't address real-time resolution needs.

Oracle Fusion Cloud CX Service documentation, like "Service Center Guides," emphasizes these tools for this OMBP.

NEW QUESTION # 24

Which KPI provides a comprehensive evaluation of the Nurture to Opportunity OMBP's success in Oracle Fusion Cloud CX Marketing?

- A. Number of new customer acquisitions and the total revenue generated from the targeted opportunity.
- B. Sales teams' productivity and training hours dedicated to the campaign nurturing process.
- C. Website traffic and engagement metrics, such as page views and conversion rates.

Answer: A

Explanation:

The Nurture to Opportunity OMBP in Oracle Fusion Cloud CX Marketing focuses on nurturing leads into sales opportunities. The KPI that provides a comprehensive evaluation of its success is the number of new customer acquisitions and the total revenue generated from the targeted opportunity.

New Customer Acquisitions: Measures the OMBP's ability to convert nurtured leads into customers, reflecting its effectiveness.

Total Revenue Generated: Ties nurturing efforts to financial outcomes, providing a holistic view of business impact.

Together, these metrics assess both quantity and value, key to a comprehensive evaluation.

Option A (Productivity/Training): Internal metrics don't directly measure nurturing success.

Option B (Website Metrics): Engagement is an intermediate step, not a comprehensive outcome.

Oracle Fusion CX Marketing documentation, like "CX Analytics FAQs," highlights acquisition and revenue as critical success KPIs for nurturing processes.

NEW QUESTION # 25

What is the primary function of the Available to Promise (ATP) process in Oracle Fusion Cloud SCM?

- A. To guarantee same-day shipping for all orders.
- B. To manage only supplier payments without impacting inventory levels.
- C. To ensure product availability commitments based on inventory and supply constraints.
- D. To eliminate the need for demand forecasting.

Answer: C

Explanation:

The Available to Promise (ATP) process in Oracle Fusion Cloud SCM ensures reliable order fulfillment. Its primary function is to ensure product availability commitments based on inventory and supply constraints.

Process: Calculates available stock and supply (e.g., on-hand inventory, planned production) against demand to provide accurate delivery promises.

Benefit: Enhances customer trust with realistic commitments.

Option A (No Forecasting): ATP relies on forecasts, not eliminates them.

Option C (Payments): Unrelated to supplier payments.

Option D (Same-Day): Not feasible for all orders; focuses on accuracy.

Oracle Fusion Cloud SCM documentation, like "Order Management Guides," details ATP's role in availability commitments.

NEW QUESTION # 26

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