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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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">• 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 (Q15-Q20):

NEW QUESTION # 15

What is the primary advantage of the Replenishment Planning process in Oracle Fusion Cloud SCM?

- A. To guarantee inventory levels remain static regardless of demand fluctuations.
- **B. To ensure optimal inventory levels by predicting demand and adjusting supply plans.**
- C. To eliminate the need for demand forecasting.
- D. To reduce supplier payment cycles.

Answer: B

Explanation:

The Replenishment Planning process in Oracle Fusion Cloud SCM optimizes inventory management. Its primary advantage is to ensure optimal inventory levels by predicting demand and adjusting supply plans.

How It Works: Uses demand forecasts and supply data to determine when and how much to replenish, avoiding overstock or shortages.

Advantage: Balances cost efficiency with availability, improving operational performance.

Option A (Payment Cycles): Unrelated to replenishment planning.

Option C (Static Levels): Aims for dynamic adjustment, not static levels.

Option D (No Forecasting): Relies heavily on demand forecasts.

Oracle Fusion Cloud SCM documentation, such as "Replenishment Planning Guides," highlights this advantage.

NEW QUESTION # 16

What is the primary function of the Back-to-Back Order Fulfillment process in Oracle Fusion Cloud SCM?

- A. To eliminate the need for supplier collaboration.
- B. To delay order fulfillment until inventory is replenished.
- **C. To link customer orders to supplier purchase orders for direct fulfillment.**
- D. To prioritize warehouse stock over supplier sourcing.

Answer: C

Explanation:

The Back-to-Back Order Fulfillment process in Oracle Fusion Cloud SCM optimizes order delivery. Its primary function is to link customer orders to supplier purchase orders for direct fulfillment.

Process: When a customer order is placed, it triggers a purchase order to the supplier, ensuring goods are sourced and shipped directly to fulfill the demand.

Benefit: Reduces inventory holding costs and speeds up fulfillment.

Option A (No Collaboration): Requires supplier integration, not elimination.

Option B (Delay): Aims for efficiency, not delays.

Option D (Warehouse Priority): Focuses on supplier sourcing, not existing stock.

Oracle Fusion Cloud SCM documentation, like "Order Management Guides," details this process.

NEW QUESTION # 17

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

- A. To provide real-time analytics for coaching performance.
- B. To eliminate the need for sales team training.
- 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 # 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 automate the creation of supplier contracts.
- C. To provide real-time analytics for supplier performance.
- D. To eliminate the need for supplier collaboration.

Answer: A

NEW QUESTION # 19

Which three are key capabilities of Oracle Cloud Success Navigator?

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

Answer: B,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 # 20

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