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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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 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 4	• 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.

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q40-Q45):

NEW QUESTION # 40
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. Embellished AI, such as providing intelligent recommendations, automating tasks, offering predictive insights, or personalizing the user experience.
- C. Nudges, such as visual cues, notifications, or strategically placed suggestions to encourage users to take specific actions.
- D. Standardized User Experience, such as familiar layouts, terminology, and interaction patterns, reducing the learning curve and improving usability.

Answer: A,D

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 # 41
What is the key benefit of embedding OMIPs in a Starter Configuration?

- A. Provides a fully customized setup of Oracle Fusion Applications implementations.
- B. Provides a platform for customers to access third-party Oracle Fusion Applications configurations.
- C. Provides a standard configuration that supports solution-led implementation of Oracle Fusion Applications.

Answer: C

Explanation:
OMIPs (Operational Management Implementation Processes) are predefined processes embedded in Starter Configurations within Oracle Fusion Applications. The key benefit is that they provide a standard configuration that supports solution-led implementation of Oracle Fusion Applications.
Standard Configuration: OMIPs offer a prebuilt, best-practice framework that accelerates deployment by aligning with common business processes.
Solution-Led Implementation: This ensures organizations can quickly adopt Oracle Fusion solutions with minimal customization, reducing time-to-value and implementation complexity.
Option B (Fully Customized): Starter Configurations are not fully customized; they are standardized to provide a starting point, with customization optional.
Option C (Third-Party Access): OMIPs are Oracle-provided, not third-party configurations.
Per Oracle's "Oracle Cloud Applications Readiness" and "Implementation Guides," Starter Configurations with OMIPs are designed to streamline adoption using proven process templates.

NEW QUESTION # 42

What is the primary function of Cost Rollup in Oracle Fusion Cloud SCM?

- **A. To calculate the total cost of a product by aggregating material, labor, and overhead expenses.**
- B. To eliminate the need for cost accounting.
- C. To ensure material costs remain unchanged over time.
- D. To track only direct labor expenses, excluding materials.

Answer: A

Explanation:

Cost Rollup in Oracle Fusion Cloud SCM is a critical costing process. Its primary function is to calculate the total cost of a product by aggregating material, labor, and overhead expenses.

Process: Combines direct costs (materials, labor) and indirect costs (overhead) from production data to determine a product's full cost.

Purpose: Provides a comprehensive cost view for pricing, profitability, and financial reporting.

Option A (No Accounting): Enhances, not eliminates, cost accounting.

Option B (Labor Only): Excludes key components like materials and overhead.

Option D (Static Costs): Costs vary; rollup reflects current data.

Oracle Fusion Cloud SCM documentation, such as "Cost Management Guides," confirms this function.

NEW QUESTION # 43

How do AI/ML technologies enhance the Knowledge Gap to Deliver Resolution OMBP in improving service agent productivity?

- A. AI/ML focuses on generating automated knowledge base articles, and agents manually search for relevant solutions during customer interactions.
- B. AI/ML for Customer Segmentation provides targeted marketing and personalized customer experiences.
- **C. AI/ML-assisted issue resolution suggests potential solutions to service agents.**

Answer: C

Explanation:

The Knowledge Gap to Deliver Resolution OMBP aims to empower agents to resolve issues using knowledge resources. AI/ML enhances this by assisting issue resolution and suggesting potential solutions to service agents.

Suggested Solutions: AI analyzes case details and historical data to recommend relevant resolutions in real-time, reducing agent search time and improving accuracy.

This boosts productivity by streamlining the resolution process and minimizing manual effort.

Option A (Automated Articles): Generating articles is useful, but manual searching negates productivity gains.

Option B (Segmentation): This applies to marketing, not service resolution.

Oracle Fusion Cloud CX Service documentation, such as "Oracle AI for Fusion Applications," emphasizes AI/ML's role in resolution assistance for agent efficiency.

NEW QUESTION # 44

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

- **A. AI/ML-powered knowledge base search tools.**
- B. Automated customer segmentation.
- C. Social media integration.
- D. Real-time customer sentiment analysis.

Answer: A

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 # 45

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