

Valid 1Z0-1161-1 Study Notes, Practice 1Z0-1161-1 Exam



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Oracle 1Z0-1161-1 Exam Syllabus Topics:

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

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Oracle Fusion Cloud Applications CX Foundations Associate - Rel 1 Sample Questions (Q24-Q29):

NEW QUESTION # 24

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

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

Answer: B

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 # 25

Which metric provides valuable insight about agent effectiveness in the Knowledge Gap to Deliver Resolution OMBP?

- A. Customer Churn Rate, which measures the number of customers leaving the product or service.
- **B. Correct Resolution Rate, which assesses the accuracy of the solutions provided to customers.**
- C. Resolution Time, which measures the duration taken to resolve a customer issue from the moment it is reported.

Answer: B

Explanation:

The Knowledge Gap to Deliver Resolution OMBP in Oracle Fusion Cloud CX Service focuses on agents using knowledge resources to resolve customer issues effectively. The Correct Resolution Rate is the metric that provides the most valuable insight into agent effectiveness.

It assesses the accuracy of solutions provided, directly reflecting how well agents leverage knowledge to address customer needs.

A high rate indicates agents are applying the right information, reducing escalations and rework, which are key to effectiveness.

Option A (Customer Churn Rate): Churn reflects customer retention, not agent-specific effectiveness.

Option C (Resolution Time): Time measures efficiency, but not necessarily the correctness or quality of resolutions.

Oracle Fusion Cloud CX Service documentation, such as "Fusion Service Questions and Answers," identifies Correct Resolution Rate as a core metric for evaluating agent performance in knowledge-driven resolutions.

NEW QUESTION # 26

How does AI/ML enhance productivity and performance for sales managers and representatives in the Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance?

- A. AI/ML focuses on sales forecasting and pipeline management, leaving the coaching aspect unchanged.
- **B. AI/ML analyzes sales representative performance data, identifies areas for improvement, and provides tailored recommendations.**

- C. AI/ML automates the coaching process, delivering generic training modules to all sales representatives.

Answer: B

Explanation:

The Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance uses AI/ML to optimize coaching efforts, directly impacting productivity and performance. The most effective approach is analyzing sales representative performance data, identifying areas for improvement, and providing tailored recommendations.

AI/ML assesses individual rep performance (e.g., conversion rates, deal sizes) against benchmarks.

It identifies specific weaknesses (e.g., poor objection handling) and strengths to build upon.

Tailored recommendations (e.g., targeted training or strategy adjustments) ensure coaching is personalized, driving measurable improvements.

Option A (Forecasting Focus): Forecasting and pipeline management are separate functions; coaching requires performance-specific insights.

Option B (Generic Automation): Generic modules lack the personalization needed for effective coaching, reducing impact.

Oracle's "Oracle AI for Fusion Applications" and "CX Sales Performance" documentation emphasize AI/ML's role in delivering individualized coaching insights, aligning with this OMBP's objectives.

NEW QUESTION # 27

Which metric is used to evaluate the effectiveness of the Incentive Plan to Seller Earnings OMBP?

- A. Manager Satisfaction with the Incentive Structure.
- B. Customer Acquisition Cost.
- C. Total Number of Incentive Plans Offered.
- **D. Sales Quota Attainment.**

Answer: D

Explanation:

The Incentive Plan to Seller Earnings OMBP in Oracle Fusion Cloud CX Sales Performance aims to drive sales through effective compensation. The metric used to evaluate its effectiveness is Sales Quota Attainment.

Definition: Measures the percentage of sales targets achieved by reps, directly linking incentives to performance outcomes.

Relevance: It shows whether the incentive structure motivates reps to meet or exceed goals, validating its impact on earnings and sales success.

Option B (Number of Plans): Quantity doesn't reflect effectiveness.

Option C (Acquisition Cost): Focuses on marketing costs, not incentive impact.

Option D (Manager Satisfaction): Subjective and less tied to sales results.

Oracle Fusion CX Sales Performance documentation, like "Incentive Compensation Guides," identifies quota attainment as the primary effectiveness metric.

NEW QUESTION # 28

What is the primary purpose of the Production Order to Cost Update OMBP in Oracle Fusion Cloud SCM?

- **A. To provide accurate cost calculations for better decision-making.**
- B. To enhance customer relationship management.
- C. To automate the production process without human supervision.
- D. To ensure immediate financial benefits through real-time cost updates.

Answer: A

Explanation:

The Production Order to Cost Update OMBP (Operational Management Business Process) in Oracle Fusion Cloud SCM focuses on integrating production activities with cost tracking. Its primary purpose is to provide accurate cost calculations for better decision-making.

Functionality: This process captures costs (e.g., materials, labor, overhead) from production orders and updates them in the system, ensuring financial accuracy.

Impact: Accurate cost data supports strategic decisions, such as pricing, budgeting, and profitability analysis, by reflecting true production expenses.

Option A (Financial Benefits): While cost updates contribute to financial clarity, "immediate benefits" overstates the purpose;

Oracle Fusion Cloud SCM documentation, such as "Cost Management Guides," emphasizes accurate cost tracking for decision-making in this OMBP.

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