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Oracle 1Z0-1161-1 Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 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 4	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 5	 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 (Q13-Q18):

NEW QUESTION #13

What is the purpose of the Adoption Center in Oracle Cloud Success Navigator?

- A. It allows customers to explore new theme-based features and understand their innovation opportunities.
- B. It offers a library of case studies and success stories from existing Oracle Cloud customers.
- C. It provides a platform for customers to submit feedback and suggest new features.
- D. It serves as a knowledge base containing FAQs and troubleshooting guides for common issues.

Answer: A

Explanation:

The Adoption Center within Oracle Cloud Success Navigator is designed to help customers maximize their use of Oracle Cloud solutions. Its primary purpose is to allow customers to explore new theme-based features and understand their innovation opportunities.

It provides curated content on new functionalities, often organized by themes (e.g., AI enhancements or process improvements). It helps customers identify how these features can drive innovation within their specific business context, encouraging adoption and value realization.

Option B (Case Studies): While case studies may be available elsewhere, they aren't the Adoption Center's core focus.

Option C (Knowledge Base): FAQs and troubleshooting are typically handled by other support resources, not the Adoption Center. Option D (Feedback Platform): Feedback submission exists in other Oracle tools like Cloud Customer Connect, not the Adoption Center.

Per Oracle's official documentation, such as "Oracle Cloud Applications Readiness" and "Get Started" guides, the Adoption Center is a strategic tool for feature exploration and adoption planning.

NEW QUESTION #14

What is the primary function of the Supplier Portal in Oracle Fusion Cloud CX?

- A. To automate the creation of supplier contracts.
- B. To provide real-time analytics for supplier performance.
- C. To eliminate the need for supplier collaboration.

• D. To allow suppliers to manage purchase orders and invoices in real time.

Answer: D

Explanation:

The Supplier Portal in Oracle Fusion Cloud CX (and SCM) facilitates supplier interactions. Its primary function is to allow suppliers to manage purchase orders and invoices in real time.

Capabilities: Suppliers can view, update, and submit purchase orders and invoices directly, improving efficiency and transparency.

Benefit: Streamlines procurement and payment processes.

Option A (Contracts): Contract creation is separate from portal functions.

Option B (No Collaboration): Enhances collaboration, not eliminates it.

Option C (Analytics): Analytics may be available but aren't the primary focus.

Oracle Fusion Cloud CX and SCM documentation, like "Supplier Portal Guides," supports this function.

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 reduce supplier payment cycles.
- C. To ensure optimal inventory levels by predicting demand and adjusting supply plans.
- D. To eliminate the need for demand forecasting.

Answer: C

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

Which metric provides valuable insight into the effectiveness of the Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance?

- A. Sales Quota Attainment, which demonstrates the tangible impact of coaching on sales performance.
- B. Number of Coaching Sessions per Representative, which captures the quality and outcomes of the coaching process.
- C. Manager Satisfaction with the Coaching Program, which directly reflects the sales team's performance improvement.

Answer: A

Explanation:

The Coaching Plan to Performance OMBP in Oracle Fusion Cloud CX Sales Performance focuses on improving sales rep performance through targeted coaching. The metric that provides the most valuable insight into its effectiveness is Sales Quota Attainment, as it demonstrates the tangible impact of coaching on sales outcomes.

Sales Quota Attainment: Measures the percentage of sales targets met by reps post-coaching, directly linking coaching efforts to revenue generation and performance improvement.

It's a results-oriented metric that reflects the OMBP's success in driving measurable business value.

Option A (Coaching Sessions): The number of sessions indicates activity, not quality or outcomes, making it less insightful. Option C (Manager Satisfaction): Subjective feedback is useful but doesn't objectively measure sales performance improvements. Oracle Fusion CX Sales Performance documentation, such as "CX Analytics FAQs," emphasizes quota attainment as a key indicator of sales effectiveness following coaching interventions.

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

- A. Total Number of Incentive Plans Offered.
- B. Manager Satisfaction with the Incentive Structure.
- C. Customer Acquisition Cost.
- 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 #18

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