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Oracle Fusion Cloud Applications CX Foundations Associate Rel 1

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Version Demo

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Topic Break Down

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Topic 1, Oracle CX Cloud Overview	8
Topic 2, Oracle Sales	12
Topic 3, Oracle Service	12
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Topic 5, Oracle CPQ	4
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QUESTION NO: 1

Which metric is essential for a comprehensive evaluation of the Customer Contact to Resolution OMBP in Oracle Fusion Cloud CX Service?

- A. Service Agent Response Time, which measures how quickly the service agent responds.
- B. Resolve Time, which captures the efficiency of the resolution process.
- C. Internal Help Desk Ticket Resolution Rate, which measures how internal issues are resolved.
- D. Total Number of Customer Inquiries Handled, which considers the quality and complexity of the issues resolved.

ANSWER: B

Explanation:

Resolve Time, which captures the efficiency of the resolution process. is the essential metric because the Customer Contact to Resolution Oracle Modern Best Practice evaluates the end-to-end effectiveness of handling a customer service need. Resolve time measures the elapsed time required to progress from the customer's reported issue or service contact through investigation, action, and final resolution. It therefore provides a comprehensive operational view of how efficiently the service organization restores the customer to a successful outcome.

Monitoring this measure helps service leaders identify process bottlenecks, assess whether cases are being routed and worked effectively, and understand the customer effort associated with obtaining a solution. It can also be segmented by case type, priority, product, queue, or team to reveal where improvements to knowledge, staffing, workflow, or escalation practices are needed. Because timely issue resolution is a central contributor to service quality and customer satisfaction, resolve time is a meaningful outcome-oriented measure for this business process. Oracle describes service capabilities that support case management and efficient issue resolution in its [Oracle Customer Service overview](#); related implementation and administration resources are available in the [Oracle Fusion Cloud Service documentation](#).

QUESTION NO: 2

How can the Incentive Plan to Seller Earnings OMBP in Oracle Fusion Cloud CX Sales Performance be evaluated for its success?

- A. Assess the complexity of the incentive plans to track actual sales results and representative earnings.
- B. Count the number of incentive plans created and measure their effectiveness in motivating and improving sales performance.
- C. Measure the impact of incentives on sales representative performance and earnings by analyzing sales metrics, such as revenue growth and deal size.

ANSWER: C

Explanation:

Measure the impact of incentives on sales representative performance and earnings by analyzing sales metrics, such as revenue growth and deal size. This is the appropriate success measure because an incentive plan is designed to influence seller behavior and reward the business outcomes that behavior produces. Comparing performance and earnings results across defined measurement periods makes it possible to determine whether the plan is driving the intended sales outcomes. Revenue growth shows the plan's contribution to overall sales production, while deal size can indicate whether sellers are being encouraged to pursue and close higher-value opportunities. Seller earnings must be evaluated alongside these performance measures so that the organization can confirm that compensation payouts are aligned with the plan's goals and represent an effective use of incentive spend. In Oracle Fusion Cloud Incentive Compensation, plans, performance measures, quotas, and earnings are configured and tracked to support this kind of outcome-based assessment. The evaluation should therefore use measurable results from sales and compensation data, ideally compared with the objectives and targets established for the plan. Oracle's Sales documentation provides the Incentive Compensation product documentation and related implementation guidance at [Oracle Fusion Cloud Sales Documentation](#). Oracle also provides an overview of the broader sales application capabilities at [Oracle CX Sales](#).

QUESTION NO: 3

A sales leader is reviewing the Opportunity to Quote process and wants measures that reveal both conversion effectiveness and elapsed time after a quote is delivered. Which two KPIs are most appropriate? Select two.

- A. Quote to Win Ratio.
- B. Average Time to Quote Acceptance.
- C. Total Quotes Generated.
- D. Average Deal Size.
- E. Number of Sales Representatives Assigned.

ANSWER: A B

Explanation:

Quote to Win Ratio connects quoting activity to won business and therefore measures conversion effectiveness. Average Time to Quote Acceptance measures the elapsed time from quote delivery to customer acceptance, making it useful for identifying delays in the quote-to-acceptance process. Quote volume and average deal size can provide supporting context, but neither directly measures both the requested process outcomes.

QUESTION NO: 4

A service leader wants to evaluate whether a Customer Contact to Resolution process is both efficient and accurate. Which two measures provide the most direct evidence? Select two.

- A. Correct Resolution Rate
- B. Customer Churn Rate
- C. Resolve Time
- D. Total Number of Customer Inquiries Handled
- E. Number of Knowledge Articles Published

ANSWER: A C

Explanation:

Resolve Time measures how efficiently customer issues move from contact through completion. **Correct Resolution Rate** measures whether the solutions provided actually address the customer's underlying issue. Together, these measures balance speed with resolution quality.

Customer churn can be influenced by many factors outside an individual service-resolution process. The number of inquiries handled is a workload measure and does not show whether issues were resolved accurately or efficiently. The number of knowledge articles published measures content activity rather than service outcomes.

QUESTION NO: 5

What is the primary purpose of Oracle Cloud Success Navigator?

- A. Offer a platform for reporting bugs and issues with Oracle Cloud products.
- B. Provision Oracle Cloud Applications.
- C. Provide a best practice framework with tools and guidance that support organizations in the Cloud journey.

D. Automate the migration of on-premises solutions to Oracle Cloud.

ANSWER: C

Explanation:

Oracle Cloud Success Navigator provides a best-practice framework, along with tailored tools, guidance, and resources, to help organizations achieve value throughout their Oracle Cloud journey. It is designed to support customers from initial planning and implementation through adoption, optimization, and continuous innovation. The service brings Oracle's implementation experience and recommended practices into a guided experience that organizations can use to assess their readiness, prioritize activities, and follow role- and product-relevant recommendations. A central capability is the Success Navigator adoption experience, which helps teams organize and act on guidance appropriate to their stage of cloud adoption. Oracle positions it as a way to accelerate time to value by making proven guidance and practical resources easier for customers to access and apply. This makes "Provide a best practice framework with tools and guidance that support organizations in the Cloud journey" the accurate statement of its primary purpose. For Oracle's overview of the offering and its intended customer outcomes, see [Oracle Cloud Success Navigator](#) and [Oracle Cloud Success Navigator documentation](#).