



# Oracle

## Exam 1z0-456

### Oracle Fusion Customer Relationship Management 11g Sales Essentials

Version: 7.0

[ Total Questions: 133 ]

**Question No : 1**

Identify two components of sales coach that can assist in bringing opportunities to a successful close.

- A. recommended documents
- B. process steps
- C. stalled deal limit
- D. task
- E. opportunity status

**Answer: A,B**

**Explanation:** Sales Coach is both a teaching tool and a method to push best practice information to you in order to improve sales.

The following aspects of Sales Coach can assist you in your efforts to bring opportunities to a successful close:

- \* Recommended documents
- \* Process steps
- \* Task templates
- \* Assessment templates
- \* Required fields

Reference: OracleFusion Applications Sales Implementation Guide, Sales Coach: Explained

**Question No : 2**

Select the three statements that describe the use of sales methodology in opportunity management.

- A. Selection of sales methodology is mandatory for every opportunity.
- B. Sales methodologies consist of one or more sales stages.
- C. Selection of sales methodology is optional for an opportunity.
- D. Sales methodologies best describe an organization's sales process
- E. Sales methodologies include sales stages; each sales stage can be tied to a range of win probability and status.

**Answer: B,C,E**

**Explanation:** B: Sales methods and sales stages have a one-to-many relationship. In a typical implementation, a single sales method has several sales stages. Each stage within a sales method delineates the progress of an opportunity.

Sales methods encapsulate your sales methodology, or formalized approach, toward achieving a sale. Each sales method typically contains a number of sales stages that delineate the progress of an opportunity.

E: Sales stages delineate the progress of an opportunity. During opportunity creation, the application picks the first sales stage within the sales method being employed for the opportunity. The win probability used is the one associated with the sales stage picked, as specified during setup. While editing an opportunity, sales representatives can select another stage, and they can enter a different win probability.

Reference: Oracle Fusion Applications Sales Implementation Guide, Sales Methods and Sales Stages: How They Fit Together

### **Question No : 3**

A territory manager has created a proposal. When the proposal is validated, it can create active territories. Identify a condition that would result in an error during the validation process in Oracle Fusion Sales.

- A. Parent territory covers all the dimensions of its child territories.
- B. Active resources were added as dimension members.
- C. Parent territory does not cover all the dimensions of its child territories.
- D. A valid product has been added as a dimension member.
- E. Partner sales representatives were added to child territories.

**Answer: C**

**Explanation:** A territory becomes invalid if its boundaries go beyond the boundaries of its parent territory.

Note: When you create or edit a territory proposal, you can include active territories. When you activate your proposal, all territory definitions in the proposal are validated, and the proposal fails if any defined territories are invalid.

Reference: Oracle Fusion Applications Sales Guide. Invalid Territories: Explained

#### Question No : 4

While configuring the Assignment Manager, you activate and create assignment mappings involving Geography ID, Industry and Customer Size. After an Internal review, your company decides to no longer base decisions on industry. Your supervisor asks a coworker to remove any industry considerations from the Fusion Assignment Manager. Your coworker does this by navigating to Industry and selecting the Inactive check box, but forgets to modify the existing mappings that already use Industry.

Select the expected system behavior based on this scenario.

- A. The existing assignment mapping that uses Industry would continue to function; however no new assignment mapping could use Industry.
- B. The existing assignment mapping that uses Industry would continue to function, but the concept of Industry would be automatically removed. The rule would continue on all other criteria.
- C. Any assignment mapping that uses Industry would be automatically deleted.
- D. Any time the existing mapping is used. Fusion will automatically create a resolution request.
- E. This can't be done; assignment objects can't be set to inactive if there is a mapping defined using the object

#### Answer: E

**Explanation:** The object or attribute cannot be set to inactive if there is a mapping or rule defined using the object or attribute.

Note:

When the assignment object inactive box is checked the selected work or candidate assignment object is not available for assignment processing. When the assignment attribute inactive box is checked the selected work or candidate object attribute is not available for assignment processing.

Reference: **Oracle Fusion Applications Sales Implementation Guide**, What happens if I mark an assignment object or one of its attributes as inactive?

### Question No : 5

Which three objectives are achieved by a spread formula?

- A. Calculate the distribution of an amount among selected child territories regardless of the metrics
- B. Spread the variance between the parent territory quota and the sum of child territory quotas to the child territories.
- C. Calculate the ratios to use for the child territories through the use of the metric defined.
- D. Equally distribute quota from the parent territory to child territories.
- E. Distribute quota only to the parent territory.

**Answer: B,C,D**

**Explanation:** A spread formula calculates the distribution of an amount among selected child

territories. For example, a spread formula takes the variance between the parent territory quota and the sum of the quotas for the child territories, and spreads it to the child territories (B).

The formula calculates the ratios to use for the child territories through the use of the metric defined for the selected spread formula (C, not A). The formula examines each territory contribution of the metric value for a period, and compares it with the total value of the same metric for all the territories combined, to determine the percentage to apply to each territory. When a spread formula has no metric selected, then it distributes the amount evenly across the child territories (D).

Reference; Oracle Fusion Applications Sales Guide, 11g, What's a spread formula?

### Question No : 6

When the opportunity import process was initially created, the Customer Data Management Duplicates field was left blank. You are now using this process to import flat files; each flat file contains 50 records. While reviewing the data, you happen to notice that the same opportunity is included in two separate flat files, but the value of the Sales Stage field is different in the second file.

If you import both files, what will happen?

- A. The second Import process will fail.
- B. The second import process will succeed, but the duplicate opportunity record will fail.

- C. The Fusion system will create a resolution request.
- D. The Fusion system will create a duplicate record.
- E. The Fusion system will update the opportunity record with the value from the second file.

**Answer: E**

**Explanation:**

Note: Most validation issues are recorded as errors, with the exception of Customer Data Management duplicates found during the Matching Configuration process. In this case, matched records are only considered as errors if:

- \* Customer Management Duplicates option is set to Do Not Import for the Import Activity and the main object of the Import Activity is a consumer, customer, or legal entity object

Note 2: Customer Data Management Duplicates

Consumer, customer, and legal entity objects imported by themselves or as components of another object are subject to duplicate verification. The duplicates are determined using the following matching configurations:

- \* Batch Location Basic Duplicate Identification
- \* Batch Person Basic Duplicate Identification
- \* Batch Organization Basic Duplicate Identification

You can select from one of the following:

- \* Do Not Import Duplicate Records

If the main object of the Import Activity is a consumer, customer, or a legal entity object, rows that are matched to existing records will not be imported. These duplicate records are reported in the Exception and Error reports.

If the Customer Data Management objects are components of another object and one or more matches are found, the existing duplicate records are evaluated to determine the most recent record. The most recent record will be associated with the main object being imported.

For example, when importing a marketing response object, the consumer object is also a component of the response. If the consumer is matched to an existing record, the consumer in the interface tables is not imported. However, the response object will import and the most recent existing consumer record will be associated to the response.

- \* Import Duplicate Records

The Customer Data Management objects will be imported even if matched records exist.

**\*Import Duplicate Records and Create Resolution Request**

The Customer Data Management objects will be imported even if matched records exist. In addition, a duplicate resolution request is created and displayed in the Customer Data Management, Duplicate Resolution work area.

Reference: Oracle Fusion Applications Customer Data Management Implementation Guide, Interface Table Data Validation and Error Counts

**Question No : 7**

There are four product lines in your sales organization. Each product has two subcategories.

Identify the product dimension attributes used for the definition of the territory structure.

- A. Dimensions
- B. Dimension Parameters
- C. Dimension Members
- D. Dimensions and Dimension Parameter
- E. Dimensions, Dimension Parameters, and Dimension Members

**Answer: C**

**Question No : 8**

Identify three functions of the Activate Sales Quota Plan process.

- A. creates territory and resource quota records
- B. sends workflow notifications to territory owners and administrators
- C. activates territory quota spread formula
- D. synchronizes territory quota changes
- E. sets the sales quota plan status to Active

**Answer: A,D,E**

**Explanation:**

Note: If Calculate Default Territory Quota is selected, then, when the sales quota plan is activated, the application computes the quota for each of the territories based on the

formula and parameters selected to be the default in Manage Territory Quota Formulas.

Note: sales quota plan

Plan that contains all quota activities for the fiscal year, created by the administrator. Actual sales and pipeline are tracked against only one quota plan for the year.

Reference; Oracle Fusion Applications Sales Guide, 11g, Manage Sales Quotas

### Question No : 9

Identify the two correct statements regarding nonrevenue forecasts.

- A. Multiple overlay resources cannot be forecast to the same primary deal.
- B. Organizations have to explicitly enable the nonrevenue forecasting feature.
- C. Nonrevenue forecast allows the same revenue to be forecast multiple times.
- D. You cannot designate territories as forecastable for nonrevenue.
- E. Nonrevenue forecast has no relationship with nonrevenue; quota goals set on the territory.

**Answer: B,C**

**Explanation:** B: The administrator must enable nonrevenue forecasting.

Note: Nonrevenue forecasts are optional, but if an organization chooses to enable the feature, typically at some level of management some users can submit both revenue and nonrevenue forecasts, and in this case there is often an expected ratio of revenue to nonrevenue dollars. The ratio could be 1 revenue dollar to 1 nonrevenue dollar or 1 revenue dollar to 9 nonrevenue dollars, but any major discrepancy is cause for further analysis. The nonrevenue forecast is based on the nonrevenue credit split within the opportunity, and is closely associated with the nonrevenue quota goals set on the territory.

C: Nonrevenue forecasts allow overlay resources who are not the owners of the primary territory to submit a forecast on the same revenue as the primary sales resource. The primary sales resource submits a revenue forecast, and the amount should be counted only once for the revenue forecast. The nonrevenue forecast allows the same revenue to be forecasted a second time.

If there are multiple overlay resources who forecasted the same deal, then the same



revenue amount can be added to the nonrevenue forecast many times. A primary resource for one territory can submit a nonrevenue forecast for another territory, so the context of the territory determines if a user is submitting a revenue or nonrevenue forecast.

Reference: Oracle Fusion Applications Sales Implementation Guide, Nonrevenue Forecasting: Explained

### Question No : 10

After creating custom fields for opportunities, you are ready to import legacy data into the Fusion system. Which step is necessary before the opportunity data can be imported?

- A. Navigate to the Application Composer and click the Generate button in the Import and Export, section.
- B. Navigate to the Application Composer. Select the Enable import / Export check box for each custom field in the Import / Export section.
- C. Navigate to the Application Composer. Click the Refresh button in the Custom Objects section.
- D. Navigate to the task: Manage Import / Export for Custom Fields. Click the Synchronize button.
- E. No special configuration steps are necessary before legacy opportunity data is imported into custom fields.

**Answer: A**

### Question No : 11

You are asked to define lookup that provides the ability to define a reference set of values based on a lookup code. Select the lookup type that you should choose for this scenario.

- A. Standard lookup
- B. Value Set
- C. Set-Enabled lookup
- D. Common lookup
- E. Value-Enabled lookup

**Answer: C**

**Explanation:** The available kinds of lookups are as follows.

\* Standard

Lists the available codes and translated meanings

\* Set enabled

Additionally associates a reference data set with the lookup codes

\* Common

Legacy lookups

Reference; Oracle Fusion Applications Compensation Management, Incentive Compensation Guide Standard, Common, and Set-Enabled Lookups

**Question No : 12**

After adding a new product to a catalog, the product does not appear within the catalog. Identify the three actions you would take to resolve the problem.

- A. Verify the product's life-cycle phase and see if the start and end dates are correct.
- B. Check that the product is listed in the correct catalog.
- C. Verify that the catalog is set as a Rollup Catalog.
- D. Verify that the catalog is not a Template Catalog.
- E. Verify that the catalog edits have been published.
- F. Verify that the catalog contains at least one promotion template for the new product.

**Answer: A,B,E**

**Explanation:** A: Why did some of the products in my published catalog disappear? Products in your catalog are active for a specified period. Once the period expires, the product becomes inactive and does not appear as part of the published catalog. Activate the products from the Products tab of the Product Group Administration page.

Reference: Oracle Fusion Applications Sales Implementation Guide, Common CRM Configuration: Define Sales Catalogs

**Question No : 13**

Identify the metric that provides the sum of all weighted revenue values for all forecast items in the forecast period.

- A. Quota metric
- B. Expected Forecast metric
- C. Estimated Adjustment metric
- D. Pipeline metric
- E. Closed Revenue metric

**Answer: B**

**Explanation:** The expected forecast metric is the sum of all weighted revenue values for all forecast items in the forecast period. Weighted revenue is the revenue amount multiplied by the probability of the deal closing.

Reference: Oracle Fusion Applications Sales Implementation Guide, What's an expected forecast?

#### Question No : 14

A sales representative has closed revenue of amount X for a territory for the year 2011, and amount Y for the same territory for the year 2009. Amount X is 122% of amount Y. The market potential for the territory for the year 2012 is an additional 10%.

Select the best rule to identify the appropriate quota amount (110% of amount X) for the same sales rep for the territory for 2012.

- A. percentage change in a measure over three name time periods
- B. X% growth of a measure over three year exponential moving average
- C. weighted average of a measure over the past three years
- D. Scale a measure from a past period by X%.
- E. percentage change in a measure value over two named periods

**Answer: E**

**Explanation:** Percentage change in a measure value over 2 named time periods (current and past).

Subtract the total amounts for a selected measure for a selected year from the total amounts for the current year. Divide the difference by the total of the earlier year to determine the percentage of change. Calculate the percentage of the total value of the current year and add the result to the year's total.

For example, closed bookings for 2010 minus closed bookings for 2007 divided by 2007 total gives the rate of change as 7 percent. Calculated quotas are 107 percent of the 2007 closed bookings.

Reference: Oracle Fusion Applications Sales Implementation Guide, Predefined Formulas

### Question No : 15

A company is, interested in assigning experienced and skilled sales representatives to their key customers. Which two dimensions must be used for achieving this?

- A. Geography
- B. Account
- C. Customer Size
- D. Organization Type
- E. Product

**Answer: A,B**

### Question No : 16

Comprehensive reference and Competitor management helps a sales organization to increase sales velocity and sales productivity. Which is true regarding Oracle Fusion reference and competitor management?

- A. Enables a sales organization to track and manage activity threshold for a competitor.
- B. Enables a sales organization to track revenue won to date, while using reference
- C. Enables a sales organization to develop an end-to-end customer reference program from reference program development, enrolling, and managing reference.
- D. Enables sales organization to develop a comprehensive SWOT analysis of a competitor.
- E. Enables sales organization to develop a comprehensive SWOT analysis of a reference.

**Answer: D**

**Explanation:** Apart from the above basic details, the following make up a competitor's profile.

\* SWOT Analysis

A method for examining the strength, weakness, opportunity, and threat (SWOT) value for

a competitor. This enables you to understand, plan, and craft an effective competitive strategy when facing a competitive threat on a deal.

Etc.

Note:

Reference customers are a valuable asset to any organization. Often, a review process is involved in enrolling satisfied customers into a reference program.

Note 2:

You can store various details regarding the competitors in your sales domain. As a salesperson, you can use these details when you want specific information regarding a competitor during a sales bid.

Some of the details that you can record for a competitor include:

- \* Stock symbol
- \* Company URL
- \* Industry
- \* Geography
- \* Threat level

The application records the following details automatically based on your sales:

- \* Your company's win rate against a competitor
- \* Revenue that your company has lost to date while competing against a competitor

Reference: Oracle Fusion Applications Sales Implementation Guide, Define References and Competitors

### **Question No : 17**

An organization is implementing close opportunity management functionality. Select three profile options available to configure the close opportunity management process in Oracle Fusion Sales.

- A.** Close Opportunity How Enabled
- B.** Close Opportunity Reference Enabled
- C.** Close Opportunity Win/Loss Enabled
- D.** Close Opportunity Competitor Enabled
- E.** Close Opportunity Status Enabled

**Answer: C,D,E**

**Explanation:** C: If the profile option, Close Opportunity Win/Reason Requirement, is enabled, require win/reason on opportunity and revenue line.

D: If the profile option, Close Opportunity Competitor Requirement, is enabled, require competitor on opportunity and revenue line.

E: Revenue line status must be valid for opportunity status.

Reference; Oracle Fusion Applications Sales Guide, 11g, Summary of Mass Update Opportunities Business Logic

### **Question No : 18**

A company has implemented Oracle Fusion Lead Management. The sales manager in the company has asked the sales team to qualify leads for further follow ups with customers/prospects.

What are the three parameters that determine lead qualification?

- A. approved budget
- B. lead owner assigned
- C. definite purchase timeline
- D. Identified decision maker
- E. ratings

**Answer: A,C,E**

**Explanation:** In some companies, the basic lead qualification data, including customer budget status (A) and time frame (C), gathered by lead qualifiers is considered in the scheduled automated process that determines the lead qualification status value based on rules.

E: Marketing departments help with the lead qualification process to ensure that only qualified leads are handed over to sales. Leads are typically ranked as

Hot, Warm, or Cool. Leads are further qualified by the use of company specific standard questions to score a lead. Lead scores are numeric values typically ranging from 1 to 100, where a high score represents high quality.

Note: The lead lifecycle is captured in the following topics:

- Lead Generation
- Lead Qualification
- Lead Distribution
- Lead Assessment
- Lead Conversion

Note 2: A lead follows a path which ends either with converting the lead to an opportunity, or retiring the lead when no possibility exists of converting the lead to a sales opportunity. The lead lifecycle includes an automated process to first capture the leads, then prioritize the leads for sales engagement through a scoring and ranking process. Leads are then distributed to appropriate sales resources for further lead qualification, follow-up and conversion.

Reference; Oracle Fusion Applications Sales Guide, 11g, Lead Qualification: Explained

### Question No : 19

You are configuring the Sales Assignment Manager based on resource candidates and credit allocation candidates. In your company, resources change frequently but credit allocation is more stable. You are currently deciding how to set the Fusion cache values.

Select the true statement based on this scenario.

- A.** Oracle Fusion cache refresh is set at the Owner Object level because resources change frequently; the Sales cache should be updated daily.
- B.** Oracle Fusion cache refresh is set at the Candidate Object level, but must be the same across all levels; because resources change frequently, the cache should be updated daily.
- C.** Oracle Fusion cache refresh is set on individual candidate objects; Resource should be set to daily but Credit Allocation might be set to weekly.
- D.** This scenario can't be accomplished because it is not possible to have multiple candidate objects for one owner object.
- E.** Oracle Fusion Objects are not cached; therefore no cache configuration is necessary.

**Answer: C**

**Explanation:**

When you add or edit a work or candidate object there are several key pieces of information that are required in the definition. For example:

\* Refresh Interval: the number of minutes between refreshes of candidate object data. The default setting is 0 minutes. Valid for top level Candidate objects except Classification Candidate objects.

\* Initial Caches: The initial size of the cache when processing an object. This value will be used the first time the engine processes objects or following a server bounce. The default value is 2, and the maximum value is 20. Only valid for top level Candidate objects except Classification Candidate objects.

\* Maximum Caches: The maximum size of the pool/cache when processing the object. The default value is 5, and the maximum value is 25. Only valid for top level Candidate objects.

Note: A candidate object is a business object such as a resource or a territory that is associated with one or more work objects for eventual assignment. Creating a candidate object involves entering its application information and selecting its attributes to use in rules or mappings. A special type of candidate object is a classification object. This type of candidate object does not represent a business object that gets assigned to a work object. It is used only with classification rules and is used primarily to rank or qualify leads.

Note 1:

As candidate objects are created, they become available as candidates that can be associated with one or more work objects as part of the work object creation process.

Reference: Oracle Fusion Applications Sales Implementation Guide, Adding an Assignment Object

**Question No : 20**

The sales manager in a company conducts product demos for customers frequently as part of lead management. As part of his activity, the sales manager has to coordinate with different departments in the company through emails to conduct the product demos effectively. Coordination with other departments by emails is a time-consuming activity and requires multiple follow ups.

Choose the correct solution to automate these coordination activities.



- A. Use Assessment Templates.
- B. Use Sales Methods.
- C. Use Task Templates.
- D. Use Resources Groups.
- E. Use Assessment Templates and Task Template.

**Answer: E**

**Explanation:** \* Task Template

A task template is an instruction to generate a group of related activities. You can associate task templates with an assessment template in order to recommend tasks that should be performed after an assessment has been done for a business object. When you associate task templates with an assessment template, you can indicate a score range for each task template, and based on the total score of any assessment that uses your template, one or more task templates will be recommended as follow-up activities. In order for a task template to be available to associate with an assessment template, it must be assigned to the same business object type as that assigned to the assessment template, and it must have a subtype of Assessment. Ensure that you have set up task templates correctly before attempting to associate them to assessment templates.

\* Assessment template

Define Lead Assessments Templates

Assessment templates can be defined with assessment questions representing industry best practices, sales methodologies, or a combination of both. As you enter the different responses to the questions, an assessment progress bar provides immediate rating and feedback based on the assessment definition. You can also use assessment templates to standardize lead follow-up procedures. Lead Assessment Templates enable consistent and predictable assessment for all leads in the business unit.

Note:

Lead Assessment

The salesperson must evaluate the quality of information they have received for the lead. They determine if the details are sufficient to reach out to the customer and assess whether a lead is worth pursuing with the help of preconfigured assessment templates. Assessment templates can further qualify the lead by:

- Reviewing the content shared with the customer during a campaign
- Framing the lead in the context of the campaign
- Ensuring the salesperson understands the information that has already been sent to the customer

Reference; Oracle Fusion Applications Sales Guide, 11g, Associated Task Templates

**Question No : 21**

Part of Oracle Fusion CRM extensibility allows the user to browse an application's existing configuration in a tree format. The object tree reflects the latest configuration of the application for both standard and custom objects. Which three object details can be viewed from the object tree?

- A. Fields
- B. Object Workflows
- C. Server Scripts
- D. Pages
- E. Object Relationships

**Answer: A,C,D**

**Explanation:** Access the Application Composer from a CRM application at runtime by using the Navigator menu. The first view of the Application Composer is the main Overview page, which is the entry point into all your customization options. On the main Overview page, the regional pane at left displays the object tree, which lets you browse an application's existing object configuration in a tree format. The object tree reflects the latest configuration of the application: both standard objects as well as custom objects.

To use the object tree:

1. Select Application Composer from the Navigator menu, under the Tools category.
2. On the main Overview page, select an application from the Application choice list.
3. For each object node, whether standard or custom, expand it further to view and edit object details, such as an object's fields and Enterprise pages where the object is exposed.

For both standard and custom objects, you can view and edit the following details:

\* Fields

Add new fields to an object.

\* Pages

Modify the pages on which an object appears.

\* Server scripts

Write application logic that controls the behavior of an object's records.

\* Buttons and links

Add buttons or links to Enterprise pages.

\* Saved searches

Define saved searches for an object.

Reference; Oracle Fusion Applications CRM Extensibility Guide, CRM Application Composer's Object Tree

### Question No : 22

A sales administrator wants to assign territories to opportunity revenue lines based on the product revenue associated with the revenue lines, through Assignment Manager.

Identify the work object and candidate object that allow the sales administrator to proceed with the assignment in Oracle Fusion Sales.

- A. Opportunity product and revenue lines
- B. Opportunity revenue line and territory
- C. Opportunity product line and territory
- D. Opportunity and territory
- E. Opportunity and opportunity revenue lines

**Answer: B**

**Explanation:** \* A work object is a business object that requires assignment such as a lead or an opportunity. Creating a work object involves entering its application information, selecting its attributes to use during assignment, and associating one or more candidates.

\*A candidate object is a business object such as a resource or a territory that is associated with one or more work objects for eventual assignment. Creating a candidate object involves entering its application information and selecting its attributes to use in rules or mappings. A special type of candidate object is a classification object. This type of candidate object does not represent a business object that gets assigned to a work object. It is used only with classification rules and is used primarily to rank or qualify leads.

Note 1:

The work object, candidate object, and attributes are components that fit together to create

assignment objects that are used in rule-based and territory-based assignment. Work objects are business objects that require assignment such as leads and opportunities. Candidate objects are business objects such as resources and territories that are assigned to work objects.

Note 2:

As candidate objects are created, they become available as candidates that can be associated with one or more work objects as part of the work object creation process.

Note: With the Assignment Manager within Oracle Fusion CRM Base, sales managers can easily assign territories to sales reps as well as leads within the Territory using pre-defined rules.

Reference: Oracle Fusion Applications Sales Implementation Guide, Configure Assignment Manager for Lead Processing

### Question No : 23

The sales manager has accidentally created -several custom fields with incorrect data types. Identify the correct set of steps to be performed to correct the Field types for the new custom fields.

- A. Delete the fields and recreate the Fields.
- B. Modify the custom fields with correct Field types.
- C. Rename the fields, save, and go back and change the field types.
- D. Rename the fields, save, and create new fields with the correct field types.
- E. Remap the fields to the correct field types.

**Answer: D**

**Explanation:** Not B: CAUTION: The Field Type cannot be changed after you save the custom field.

Note: Custom fields:

- \* Can be used in assignment rules, reports, filtered lists, and targeted search
- NOTE: For performance reasons, some custom fields cannot be used to sort lists.
- \* Cannot be deleted (not A)
- \* Cannot be viewed until they are explicitly added to custom page layouts
- \* Are not inherited from one record type to another

For example, a custom field you added for leads is not automatically carried over to opportunities

when that lead is converted to an opportunity.

Custom fields for lead records must be mapped if you want them to transfer when a lead is converted

to an opportunity, account, or contact.

\* Cannot be viewed by other users until they sign in again

\* Can be referenced by Web links, Web services, and other integration technologies

Reference; Administering Oracle CRM On Demand, About Custom Fields

### Question No : 24

You do not use the Opportunity Past Performance report and would like to hide this report from your Opportunity Home pages. What is the best approach to accomplish this?

- A. Customizes your own page by using Edit Current Page from the Personalization menu.
- B. Only users with proper administrative rights can edit the Opportunity Page, by using Oracle Composer
- C. Edit the Opportunity page by using Oracle Composer.
- D. Select the proper Sandbox to customize by using Oracle Composer.
- E. Customize the Opportunity page by using Oracle Application Composer.

### Answer: B

**Explanation:** \* The Opportunity Homepage is the starting point for managing opportunities. Your company administrator can customize the layout of your Opportunity Homepage. In addition, if your user role includes the Personalize Homepages privilege, you can add sections to the page, and remove sections from the page.

\* Using Reports to Analyze the Pipeline

One or more report sections might be shown on your Opportunity Homepage. Your company administrator can specify which report sections are shown on the page.

Note: About Prebuilt Reports

Oracle CRM On Demand provides a number of prebuilt reports. You cannot edit or delete prebuilt reports. However, you can open, edit, and save these reports under different names. You can use them to form the basis of a new custom report. These reports are on the Reports Homepage.

Note: The Prebuilt reports appear only if your user role has this privilege: Analytics Reports - View Prebuilt Analyses.

Reference; Oracle CRM On Demand Online Help Part 1, Working with the Opportunity Homepage

### Question No : 25

A customer has implemented Oracle Fusion Territory Management. The sales users are interested in previewing the sales accounts, opportunity revenue times, and leads that are assigned to them as part of the territory definition. Identify two options that would provide them with the preview option.

- A. Analysis
- B. Quota
- C. Assignment Preview
- D. Forecast
- E. Territory Preview

**Answer: C,D**

**Explanation:** C: Another great feature of Fusion CRM territory management, real time analytics enable comparison of different models. This allows you to do 'what-if' analysis and provides intelligent actionable reports on the real data. For example, you can compare a Geography based model against an Organization based model and choose the one that best meets your requirements.

In addition to these features there are others such as **Assignment Preview**, and **Gap and Overlay Check**. These give you a very clear picture of who is selling what to whom.

D:A territory's forecast includes all, and only, those revenue items that fall into the territory's dimensional boundaries

Note: Oracle Fusion Territory Management enables sales executives to quickly create multiple

territory proposals in order to conduct "what if" analysis and evaluate the pros and cons of different territory structures. It will identify any gaps or overlaps in territory coverage and preview how accounts, opportunities and leads will be assigned based on the new proposals.

Once sales executives have chosen the most optimal territory structure, they can easily set an effective date for the proposed changes to be applied. Oracle Fusion Territory Management empowers sales executives to ensure they are maximizing their resources and properly covering all their markets and accounts.

Reference: Oracle Fusion Applications Sales Implementation Guide, Supported Partner Functionality

### Question No : 26

Your organization has unique job role requirements for security set up in the Oracle Fusion application. Identify the best way to set up unique Job roles in the Fusion application.

- A. Create custom job roles in the fusion application that match the job titles exactly
- B. Use the Fusion application's predefined duty roles and create or modify roles as necessary.
- C. Assign all the users to the Fusion application's predefined duty roles.
- D. Use the IT Security Manager role to prevent or limit the duty tasks performed by the users.
- E. Create data roles that match each unique job role and assign them to each user.

**Answer: E**

**Explanation:** Role-Based Access Control

Access to system resources is granted to users through the roles assigned to them, not to the users directly. Roles provide access to functions and data.

The Oracle Fusion Applications security approach includes abstract, job, duty, and data roles. Abstract roles group users without respect to specific jobs, such as all employees or all managers. Job roles group users in adherence to the principle of least privilege by granting access only in support of the duties likely to be performed, such as the job of Accounts Payable Manager. Duty roles define the duties of a job as entitlement to perform a particular action, such as processing payables invoices. Data roles group users who have functional access through a particular job role with access to a particular dimension of data, such as invoices relevant only to their business unit, or based on Human Capital Management (HCM) security profiles, such as employees who work in departments in a

particular country, line of business, or division.

Abstract, job, and data roles are implemented as enterprise roles in Oracle Fusion Middleware so they can be shared across the enterprise. Duty roles are implemented as application roles in Oracle Fusion Middleware so they can be defined within applications

Note: Reference Implementation

The security reference implementation consists of roles, policies, and templates for generating data roles.

The security reference implementation consists of the following.

- \* Set of abstract and job roles
- \* Duty roles and role hierarchy for each job role and abstract role
- \* Privileges required to perform each duty defined by a duty role
- \* Data security policies for each job role, abstract role, or data role
- \* Predefined HCM security profiles
- \* Policies that protect personally identifiable information
- \* Mapping of data security policies to fact and dimension to ensure enforcement across tools and access methods
- \* Segregation of duties policies respected in the design of duties for the job role
- \* Segregation of duties conflicts in some job role definitions
- \* Templates for generating data roles and data security policies defined for those data roles
- \* Template of data masking algorithm

Reference: Oracle Fusion Applications Security Guide, Role-Based Access Control

### **Question No : 27**

Based on the looped data defined in the exhibit, identify one correct option that lists all the possible lookup codes that would be displayed when the application passes "US" as a reference determination code.



Reference Data Set	Lookup Code	Lookup Meaning
US	US_CODE1	US Code 1
US	US_CODE2	US Code 2
US	US_CODE3	US Code 3
EU	EU_CODE1	EU Code 1
EU	EU_CODE2	EU Code 2
COMMON	COM_CODE1	Common Code 1
COMMON	COM_CODE2	Common Code 2
DEFAULT	DEF_CODE1	Default Code 1
DEFAULT	DEF_CODE2	Default Code 2

**A.** US\_CODE1

US\_CODE2

COM\_CODE1

COM\_CODE2

**B.** US\_CODE1

US\_CODE2

US\_CODE3

**C.** US\_CODE1

US\_CODE2

US\_CODE3

COM\_CODE1

COM\_CODE2

DEF\_CODE1

DEF\_CODE2

**D.** US\_CODE1

US\_CODE2

US\_CODE3

DEF\_CODE1

DEF\_CODE2

**E.** COM\_CODE1

COM\_CODE2

COM\_CODE3

**Answer: B**

**Explanation:** Lookup codes are identified in an application by the following keys:

\* A lookup view, which defines a distinct set of lookup types.

Each lookup view is accessed through its own view, and may have different attributes or different validation, almost as if it were a separate table.

\* A lookup type, which is a string identifier of a type that groups certain codes together; for example, COLORS.

Within each lookup type, multiple lookup codes can be defined.

Note: Lookups in applications are used to represent a set of codes and their translated meanings. For example, a product team might store the values 'Y' and 'N' in a column in a table, but when displaying those values they would want to display "Yes" or "No" (or their translated equivalents) instead. Each set of related codes is identified as a lookup type.

Reference; Oracle Fusion Applications, Developer's Guide, Overview of Lookups

### Question No : 28

Your company has asked you to customize the Oracle Fusion Customer page by using Oracle Composer.

Select the three true statements.

- A. Page Composer is accessed by selecting the Manage Page Composer task and during down on the Customers hyperlink.
- B. Page Composer is accessed by navigating to the Customer page and selecting Administration > Customize from the global area.
- C. "Visibility" is a required value and is the first value that is set.
- D. "Visibility" is a required value that may be set at any point during the configuration process.
- E. Design View is the most appropriate view because it provides access to page layout components that are not otherwise exposed.
- F. Source View is the most appropriate view because it provides access to page layout components that are not otherwise exposed.

**Answer: A,D,E**

**Explanation:** A:Manage Pages

Opens the Manage Pages dialog, which you can use to hide, show, rearrange, and perform many other actions on the pages in the current space.

### Question No : 29

A customer has deployed Oracle Fusion management and wants to use Assessment templates to follow up on qualified leads.

Identify the three true statements about Assessments templates.

- A. A question group is a logical grouping of questions.
- B. A free form response will have an impact on the overall assessment score
- C. Assessment templates with Retired status are available for lead follow ups.
- D. All of the question weights within a template must total to exactly 100.
- E. Task templates can be assigned to Assessment templates for follow-up activities.

**Answer: A,D,E**

**Explanation:** A: Questions are the main components of an assessment template. They are written such that they aid in systematically determining the health of a business object, and they are grouped into logical collections called Question Groups.

E: A task template is an instruction to generate a group of related activities. You can associate task templates with an assessment template in order to recommend tasks that should be performed after an assessment has been done for a business object. When you associate task templates with an assessment template, you can indicate a score range for each task template, and based on the total score of any assessment that uses your template, one or more task templates will be recommended as follow-up activities.

Reference: Oracle Fusion Applications Marketing Implementation Guide, Assessment Templates: Points to Consider

### Question No : 30

An opportunity is limited to remain in particular sales; for example, 20 days. If the opportunity exceeds this limit, the opportunity is considered as\_\_\_\_\_.

- A. Outdated
- B. Stalled
- C. Lost
- D. Inactive
- E. Saturated

**Answer: C**

**Explanation:** Another type of specialized interrelated behavior of common opportunity and revenue line attributes involves updates to opportunity status and the side effects that such updates have on other opportunity and revenue line attributes. Updates to opportunity status include the following side effect:

\*When opportunity status is updated to a Lost or No Sale status:

/ Update opportunity close date to the current date. Do not propagate the close date update to in-sync revenue lines.

Reference: Oracle Fusion Applications Sales Implementation Guide, Opportunity Status Attribute Update

### Question No : 31

What happens when a salesperson updates the opportunity revenue items after a forecast is submitted and his or her manager has rejected the forecast?

- A. Forecast items are synchronized with the opportunity.
- B. Forecast items are synchronized with the opportunity only if Refresh from Opportunity at the forecast level is selected.
- C. Forecast items are synchronized with the opportunity only if Refresh from Opportunity at the opportunity level is selected.
- D. Forecast items are synchronized with the opportunity only if Refresh Cache at the forecast level is selected.
- E. Forecast items are not synchronized with the opportunity.

**Answer: B**

**Explanation:** Update from Opportunity

A salesperson submits a forecast and then changes an opportunity. The salesperson's manager rejects the forecast. By default, the forecast items are not synchronized with the opportunity. If the salesperson enables Refresh from Opportunity at the forecast level, then any changes from the opportunity appear immediately in the forecast.

Note: A manager can select any subordinate's forecast and reject the forecast by clicking the Reject button.

After the forecast is rejected for a subordinate, the subordinate can update the forecast and resubmit it.

Reference: Oracle Fusion Applications Sales Implementation Guide, Update from Opportunity

**Question No : 32**

You have just attempted to import a flat file containing opportunity data. Although the import process completed, you do not see any of the data in the Fusion application.

How can you access more information to troubleshoot the issue?

- A. Drill down on the Import Activity's Status field and open the log file.
- B. Drill down on the Import Activity's Status field and open the exception file.
- C. Drill down on the Import Activity's Status field and open the error file.
- D. Open the log file that is automatically emailed to the administrator after the import process completes.
- E. Navigate to the import record in Oracle Web Services.

**Answer: C**

**Explanation:** Review the Import Activity status and reports

1. Navigate to the Manage Import Activities page from the Tasks region of your work area or Functional Setup Manager task to view the import status.
2. Click on the Status hyperlink for the import activity to navigate to the View Import Status page.
3. Open the exception and error files by navigating to the Files Processed section, Attachment column, and clicking on the file names.
4. Review the errors file for details on each error and determine the action to take. In this example, a record in the source file failed the duplicate validation. You verify that the source file record is a duplicate to an existing record and determine the source file record should not be imported. A second record failed due to an invalid date and should be corrected and imported.

Reference: Fusion Applications Help, Managing File-Based Import Exceptions: Worked Example

**Question No : 33**

Identify three correct statements regarding lookups and lookup values.

- A. Standard lookups can be defined in any of the Standard, Common, or Set Enabled

views.

- B. Lookups can be restricted to a specific module during lookup setup.
- C. In order for lookup changes to appear in the UI, the user must log out and log in again.
- D. Lookup values can be configured with effective date and expiration date to enable/disable.
- E. Lookups can be configured with dynamic lists of values using tables.

**Answer: A,C,E**

**Explanation:** A: There are three kinds of lookups: standard, common, and set enabled

C: If you make changes to a lookup, users must sign out and back in before the changes take effect.

E: Referencing Lookups

You must create view accessors for all lookups data sources (FND\_COMMON\_LOOKUPS, FND\_SETID\_LOOKUPS, HR\_LOOKUPS, and so on) that are referenced in the entity object.

Reference: Oracle Fusion Applications Common Implementation Guide  
Lookups: Explained

### Question No : 34

You are the VP of Relations for your want to provide extra support to one of your largest customers. In order to offer your customer the best talent from among your resources, you decide to create a resource team. Which three components would you include within the resource team?

- A. individual resources
- B. roles within the resource team
- C. Resource Hierarchy
- D. Resource Organizations
- E. resource team organizational restrictions

**Answer: A,B,D**

**Explanation:** B: How Resource Role Setup Simplifies Resource Setup

Use the Resource Role Setup tasks to define specific roles that best reflect the way responsibilities are distributed within the deploying company. If your resource roles are created before you start setting up your resources, you can easily assign roles to

resources, simplifying task assignment. Resource roles that are tagged as manager or member roles also determine how eventually the reporting hierarchy gets built.

Later, when you need to assign resources to organizations, resource roles can help you specify the precise roles that resources need to play within the organizations to which you assign them.

Resource roles also simplify security provisioning for resources. You can define security roles corresponding to resource roles using the role mapping interface. Once such mapping rules are setup, you can provision security roles by assigning the corresponding resource roles to resources.

Note: A resource team is a group of resources formed to work on work objects. A resource team may comprise resource organizations (D), resources (A), or both. A resource team cannot be hierarchically structured (not C) and is not intended to implement an organization structure. You can also use resource teams as a quick reference to groups of related resources that you can quickly assign work objects to.

Reference: Oracle Fusion Applications Customer Data Management Implementation Guide, Common Customer Data Management Configuration: Define Resource Team Information

### Question No : 35

The design team would like to make changes to the Sales dashboard for the sales VP in Oracle Fusion Sales. What is the navigation path to make the changes?

- A. Oracle Composer > Sales Dashboard > Customize Home Pages > Sales VP
- B. Sales Dashboard > Administration > Customize Home Pages > Job Role
- C. Administration > Oracle Composer > Personalization > Sales Account Region
- D. Sales Dashboard > Personalization > Customization Manager > Job Role
- E. Sales Dashboard > Administration > Customization Manager > Sales VP

**Answer: E**

**Explanation:** In Oracle Fusion Sales, you can customize the Sales dashboard using Oracle Composer. To access Oracle Composer, navigate to the Sales dashboard and select to customize that page from the Administration menu or Personalization menu in the global area. You can also access Oracle Composer by selecting Customization Manager

from the Administration menu.

Note: When you select to customize a page from the Administration menu in the global area, you launch Oracle Composer.

Reference: Fusion Applications HelpCustomizing Oracle Fusion Sales Pages Using Oracle Composer: Explained

### Question No : 36

Your company is evaluating the Oracle Fusion Sales application and has unique business requirements that require using custom objects as part of the implementation. Which three Oracle Fusion applications support custom objects as part of the implementation?

- A. Oracle Fusion Common CRM
- B. Oracle Fusion Customer Center
- C. Oracle Fusion Sales
- D. Oracle Fusion Marketing
- E. Oracle Fusion Sales catalog

**Answer: B,C,D**

**Explanation:** B: You can create custom objects for the Oracle Fusion Customer Center application.

C: You can create custom objects for the Oracle Fusion Sales application.

D: You can create custom objects for the Oracle Fusion Marketing application.

Reference: Oracle Fusion Applications CRM Extensibility Guide, Customizing Oracle Fusion CRM Applications Using Oracle Fusion CRM Application Composer: Explained

### Question No : 37

A territory manager wants to change territories and the criteria for assignment of sales representatives to leads and opportunities in Oracle Fusion Sales. During territory update, change to the dimensions, metrics, and utilization of the synchronization process have to be carried out in the \_\_\_\_\_.



- A. Productive environment
- B. Test environment
- C. Stage environment
- D. Production instance
- E. Proposal environment

**Answer: C**

**Explanation:** The staging environment provides a stable environment where final configuration and testing takes place before the portal is moved to production.

Reference: Oracle Fusion Middleware Developer's Guide for Oracle WebCenter, What is the WebCenter Portal Life Cycle?

### Question No : 38

While configuring the Oracle Fusion CRM application, you have been asked to include legacy data within trading community. Which lookup is used to complete this task?

- A. Standard lookup
- B. Set-enabled lookup
- C. Common lookup
- D. Any lookup type can be used for this task.
- E. Lookups are not appropriate for this task.

**Answer: C**

**Explanation:** The available kinds of lookups are as follows.

\* Standard

Lists the available codes and translated meanings

\* Set enabled

Additionally associates a reference data set with the lookup codes

\* Common

Legacy lookups

Reference; Oracle Fusion Applications Compensation Management, Incentive Compensation Guide Standard, Common, and Set-Enabled Lookups

**Question No : 39**

You are the Fusion administrator at your company, which has decided to expand their operations.

Which two steps must be performed in order to edit the Resource Organization Hierarchy and incorporate the company's development?

- A. Make the changes directly to the Resource Organization Hierarchy.
- B. Create a new version of the Resource Organization Hierarchy, and set a date for automatic activation.
- C. The current Resource Organization Hierarchy can't be edited; copy the hierarchy, modify the copy and set it as Active.
- D. The current Resource Organization Hierarchy should first be archived.
- E. The current Resource Organization Hierarchy should first be deleted.

**Answer: A,B**

**Explanation:** A: Implementing Immediate Resource Organization Hierarchy Changes

In case of immediate changes in the organization hierarchy, either make changes directly to the hierarchy or create a new version of the existing hierarchy and set it to become active when the new organization structure needs takes effect.

Note: Changes made to existing hierarchies are saved automatically and updated immediately.

B: Implementing Planned Resource Organization Hierarchy Changes

Create a new version of the active hierarchy and specify the date on which the new version needs to become active. Once the new version is saved, you can make and save the changes needed. Ensure that you have made all the changes needed to the new version before the date on which the new version needs to become active.

Note: As organizations evolve, you may need to make changes to the existing organization hierarchy. Create organization hierarchies to capture these changes without impacting active hierarchies.

Depending on the urgency and nature of the changes within the deploying company, organization hierarchy changes can either be immediate or planned.