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1Z0-456

Oracle Fusion Customer Relationship
Management 11g Sales Essentials

DEMO

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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,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.