

# 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 the 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.