Oracle Fusion Customer Relationship Management 11g
Incentive Compensation Essentials
Exam Study Guide
Objective & Audience

Objective
This guide is designed to help you prepare for the Oracle Fusion Customer Relationship Management 11g Incentive Compensation Essentials (1Z1-472) by providing pointers to resources that you can use in your Preparation.

Targeted Audience

- Senior CRM Consultant
- Solution Consultant transitioning to an Implementation Consultant role
- Experienced Implementation consultant on any Incentive Compensation package Compensation
- SME (Subject Matter Experts), Payment/Business Analyst
Exam Topics & Objectives

Exam Topics
The Oracle Fusion Customer Relationship Management 11g Incentive Compensation Essentials exam consists of eight topics:

1. Model and Configure Incentive Plans
2. Assign and Credit Participants
3. Transactions & Compensation Calculations
4. Payment
5. Reporting
6. Common Applications Configuration for Incentive Compensation
7. Define Incentive Compensation Base Configuration
8. Define Extensions for Incentive Compensation

Exam Objectives
The exam objectives are defined by learner or practitioner level of knowledge:

Learner-level: Learner items test foundational grasp and require comprehension (not recognition or memorization)

Practitioner-level: Practitioner items present on-the-job scenarios and require the ability to integrate and apply knowledge in new contexts, analyze, troubleshoot, and solve problems.
Training Options

On the following slides, course options for each exam topic have been defined. Please note that not all training options are available for all exam topics. Additional choices may be developed over time.

• **Instructor-Led or Live Virtual Training (delivered by Oracle University)**

  Partners can take any publicly-scheduled Oracle University courses at a *discount*. Benefit from hands on experience to gain working skill sand work towards OPN Specialization.

• **Online Training**

  Oracle Partners are entitled free access to the Oracle Knowledge Center (OUKC), a vast library of recorded product courses. New courses are regularly added to the library, providing partners with the latest information and training to master new products or to increase proficiency on the new releases.

• **On Demand Training**

  *Oracle Training on Demand* is classroom content delivered via high definition video classes over the internet. These classes feature full length lecture, white board and demonstration. Classes follow the recommended flow of the classroom material, or participants can play, and replay, segments in any order. Classes are closed caption and allow for word search of the scripted material. All courses include downloadable course manual (eKit) and bonus material.
Topic 1: Model and Configure Incentive Plans

Objectives

• Describe Plan Components and Compensation Plan
• Define Rate Table, Rate Dimension Types
• Define Expressions
• Define Classification Rules and Credit Categories
• Define Performance Measures

Training Options

• Instructor-Led Training
  – Fusion Applications: Incentive Compensation

• Online Training
  – Fusion 11gR1 Update 2 (11.1.3.0.0) TOI: Manage Incentive Compensation - Assign Incentive and Draw Plans

Sample Questions

A company pays salesreps a commission rate on every individual transaction. If the sales price is less than $1000, the rate is 2%, but if the sales price is over $1000, the rate is 4%. Which option will you use to set this up?

Answer options:
A. Create one plan component where calculate incentive = ‘Group By’
B. Create one plan component where calculate incentive = ‘Individual’
C. Create two plan components both of which have calculate incentive = ‘Group By’
D. Create two plan components. The first plan component will have calculate incentive = ‘Group By’. Use the metrics of this component as input to the second plan component which will have calculate incentive = ‘Individual’

Correct Answer: B
Topic 2: Assign and Credit Participants

Objectives

• Describe Participant
• Create and Assign Participant Roles
• Individualize Participant Plan
• Define Crediting
• Define Rollup Rules
• Define Team Credit Rules

Training Options

• Instructor-Led Training
  – Fusion Applications: Incentive Compensation

• Online Training
  – Fusion 11gR1 Update 1 (11.1.2.0.0) TOI: Manage Incentive Compensation - Configure Credit and Rollup Rules

Sample Questions

In a rollup hierarchy, three salespeople report to a manager and the manager reports to a director. Manager is also entitled to receive direct credit from one of the direct credit rules defined in the system. How the rollup (Indirect) credit will be allocated to manager and director in this scenario?

Answer options:

A. Manager will get rollup credit for his direct report and director will get rollup credit only for manager's direct credits.
B. Manager will get rollup credit for all his direct report and director will get rollup for all salespeople under manager plus for manager's direct credits.
C. Manager will get only direct credit (no rollup credit) and director will get rollup for all salespeople under manager plus for manager’s direct credits.
D. No rollup credits for manager and director because a manager cannot be configured to receive both rollup and direct credit.
E. Manager will get only direct credit (no rollup credit) and director will get rollup only for manager's direct credit.

Correct Answer: B
Topic 3: Transactions & Compensation Calculations

Objectives

- Describe Transaction Lifecycle
- Create Manual Transactions
- Import, Collect and Upload Transactions
- Manage Transaction Collection
- Manage and Troubleshoot Transactions
- Manage Calculation

Training Options

- Instructor-Led Training
  - Fusion Applications: Incentive Compensation

- Online Training
  - Fusion 11gR1 Update 2 (11.1.3.0.0) Functional Demo: Manage Incentive Compensation - Collect Transactions and Performance Data

Sample Questions

You are required to pay and recover adjustments made for a payment plan. Which will be the best option to achieve the same?

Answer options:
A. Pay Group
B. Payment Batch
C. Plan Category
D. Pay sheet

Correct Answer: C
Topic 4: Payment

Objectives

- Describe Payment Batch Cycle
- Describe Pay Groups
- Define Payment Plans
- Define Payment Batches

Level

Learner
Practitioner

Training Options

- Instructor-Led Training
  - Fusion Applications: Incentive Compensation
- Online Training
  - Fusion 11gR1 Update 2 (11.1.3.0.0) TOI: Manage Incentive Compensation - Approve and Distribute Payments

Sample Questions

Your client is looking to make payment adjustments to calculated commission for a compensation plan having 3 plan elements. There will be a $50 adjustment for each of the 3 elements for 3 different reasons per element. Your client wants to put enter comments per adjustment. How can the client enter comments for each adjustment?

Answer options:
A. Pay Group
B. Payment Batch
C. Plan Category
D. Pay sheet

Correct Answer: C
Topic 5: Reporting

Objectives

• Describe Reporting Concepts
• Run Standard Reports
• Configure Reports

Level

Learner
Practitioner
Practitioner

Training Options

• Instructor-Led Training
  – Fusion Applications: Incentive Compensation

• Online Training
  – Fusion

Sample Questions

Identify one object available in the Oracle Business Intelligence Catalog.

Answer options:
A. Flexfields
B. Watchlists
C. Dashboards
D. Folders

Correct Answer: C
Topic 6: Common Applications Configuration for Incentive Compensation

Objectives
- Define Enterprise Structures
- Define Security and Persons
- Define Parties & Resources
- Describe Approval Management
- Maintain Common Reference Objects

Training Options
- Instructor-Led Training
  - Fusion Applications: Incentive Compensation
- Online Training
  - Fusion

Sample Questions
Which statement is true regarding FIC Participants?

A. Participants are always Parties and optionally Resources
B. Participants are always Resources and optionally Parties
C. Participants are always both Parties and Resources
D. Participants can be a mix of FIC-only Participants or linked to outside Party and Resource records

Correct Answer: A


**Topic 7: Define Incentive Compensation Base Configuration**

**Objectives**

- Describe Profile Options and Flexfields
- Manage Open Period Process, Calendars and Intervals
- Manage Currencies and Earning Types
- Describe Plan Parameters Settings
- Configure Tables and Columns
- Manage Participant Import

**Level**

- Learner
- Practitioner

**Training Options**

- Instructor-Led Training
  - Fusion Applications: Incentive Compensation

- Online Training
  - Fusion 11g Release 6 (11.1.6.0.0) TOI: Manage Incentive Compensation - Define Incentive Compensation

**Sample Questions**

Help Oracle ICM administrator correct the errors in setting up the Conversion Factors for Non-Monetary earning types. The Set up is as below:

<table>
<thead>
<tr>
<th>Target Conversion</th>
<th>Conversion Factor</th>
<th>Start Date</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Currency</td>
<td>0.2</td>
<td>2/1/13</td>
<td>1/31/13</td>
</tr>
<tr>
<td>Operating Currency</td>
<td>1</td>
<td>2/1/13</td>
<td>2/28/13</td>
</tr>
<tr>
<td>Operating Currency</td>
<td>0.5</td>
<td>3/1/13</td>
<td>10/31/13</td>
</tr>
</tbody>
</table>

**Answer Options**

A. There is no continuity after Line#3 till the end of the year.
B. Line #1 is not correct as the start date more than the end date.
C. Conversion factors cannot have decimal points in Line #1 and Line #3
D. Line #1 and Line #2 have overlapping dates.
E. The administrator can not define the conversion factor for the year which is not active.

**Correct Answers:** B and D
Topic 8: Define Extensions for Incentive Compensation

Objectives

- Describe Job Concepts
- Update Custom Processes
- Manage List of Values Sources

Training Options

- Instructor-Led Training
  - Fusion Applications: Incentive Compensation
- Online Training
  - Fusion

Sample Questions

After a user submits a job it remains in Wait state for a long time without changing to Running. Which two steps would you perform to trouble shoot the issue?

Answer Options:
A. Verify that the request processor and request dispatcher are running
B. Decrease the PL SQL throttle limit
C. Verify ESAPP application for the appropriate application server
D. Restart Oracle Scheduler server
E. Regenerate MDS Schema

Correct Answers: A and C
Exam Registration

• **How to register for the exam?**
  You can register for all Oracle certification exams with Pearson VUE. Before a registration can be submitted, a Pearson VUE profile must be created using your Company ID. Your Company ID can be obtained by contacting your local Oracle Partner Business Center or by signing in to your OPN account. Your Company ID is located in the section on the right under "Company information".

  Please follow these instructions in order to properly set-up your Pearson VUE account for the first time.

• **Have you completed an Oracle Certification Exam in the past?**
  Due to systems enhancements, each partner who has completed an Oracle Certification Exam will need to update their Pearson VUE profile in order to receive credit and for those records to appear in the OPN Competency Center.

• **How to get full recognition as Certified Implementation Specialist?**
  To get full recognition as a Certified Implementation Specialist you need to:
  A. Update your Pearson VUE profile with your Company ID
  B. Activate your Certview Account

  Please follow these instructions and your records will be properly recorded.
SOFTWARE. HARDWARE. COMPLETE.