

C-BCSCX-2502 Real Exam | C-BCSCX-2502 Latest Study Plan



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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	Integration Across CX Solutions: This part focuses on how the various SAP CX solutions work together as an integrated system. It examines the Presales Consultant's understanding of how integration among commerce, customer data, marketing, sales, and service solutions enhances consistency, efficiency, and personalization across customer interactions.
Topic 2	Understanding the SAP Customer Experience Portfolio: This subtopic assesses the Presales Consultant's ability to grasp the structure and components of the SAP Customer Experience (CX) portfolio. It involves recognizing the key solution areas—commerce, customer data, marketing, sales, and service and understanding how they form a unified offering aimed at enhancing customer relationships.
Topic 3	Articulating Value and Business Outcomes: This subtopic evaluates the Consultant's skill in communicating the overall value of the SAP Customer Experience portfolio. It includes the ability to demonstrate how the integrated solutions lead to stronger customer engagement and ultimately support the achievement of key business outcomes.

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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q28-Q33):

NEW QUESTION # 28

What does Clean Core mean in relation to SAP Customer Experience?

- A. It is a strategy to aid in cleaning legacy data for the purposes of data migration.
- B. It is a strategy to keep existing solutions in the target system environment by prioritizing.
- C. It is a strategy to retain an existing installed base of solutions.
- **D. It is a strategy to minimize modifications, and to run with cloud-compliant extensions and customizations.**

Answer: D

NEW QUESTION # 29

What can companies who unlock the SAP Customer Experience value potential with Clean Core expect?

Note: There are 3 correct answers to this question.

- A. Data quality and consistency challenges
- B. Complex and costly upgrades from custom extensions
- **C. Rapid, continuous innovation by running the latest software version**
- **D. Efficient operations of IT security and efficiency**
- **E. Better process execution through improved data quality**

Answer: C,D,E

NEW QUESTION # 30

Your customer is looking for a solution that can be used on a mobile device to execute a guided selling process.

Which SAP Customer Experience solution would you recommend?

- **A. SAP Sales Cloud Version 2**
- B. SAP Commerce Cloud
- C. SAP Customer Data Platform
- D. SAP Emarsys

Answer: A

NEW QUESTION # 31

Which of the following actions can you perform in SAP Customer Data Cloud?

- **A. You can analyze customer preferences for communication.**
- B. You can migrate data using the Data Workbench.
- C. You can record all master data (customer, products, organization) in a central database.
- D. You can manage customer segments.

Answer: A

NEW QUESTION # 32

Which part of SAP BTP can be positioned with SAP Customer Experience when customers want to combine data from many sources and build models?

- A. SAP Business AI
- B. SAP Workzone
- C. SAP Datasphere
- D. SAP Customer Data Cloud

Answer: C

NEW QUESTION # 33

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