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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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 2	<ul style="list-style-type: none">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 3	<ul style="list-style-type: none">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 (Q18-Q23):

NEW QUESTION # 18

Which of the following is a feature of SAP Customer Data Platform?

- A. AI customer overview
- B. Payload customer error messages
- C. Unique customer database
- D. Product Workbench

Answer: C

NEW QUESTION # 19

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

Answer: B

NEW QUESTION # 20

How does SAP Service Cloud version 2 help organizations achieve their customer experience targets?

- A. By providing a dedicated self-service experience as a forecast
- B. By executing marketing campaigns for product service
- C. By connecting and delivering data from the value chain and process flow
- D. By focusing on back-end service operations

Answer: C

NEW QUESTION # 21

What are some of the aspects that help differentiate SAP Customer Experience solutions in the market?

Note: There are 3 correct answers to this question.

- A. Providing expertise in purchase processes
- B. Including integration capabilities
- C. Providing industry expertise

- D. Offering scalability and flexibility

Answer: B,C,D

NEW QUESTION # 22

How does SAP Customer Experience support end-to-end processes?

Note: There are 3 correct answers to this question.

- A. It provides seamless connectivity to teams with the correct information at the right time.
- B. It enables organizations to deliver personalized customer engagement data.
- C. It provides permanent awareness of customer expectations.
- D. It enables processing of accounting data.
- E. It provides permanent transparent and personalized data related to maintenance plants.

Answer: A,B,C

NEW QUESTION # 23

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