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SAP C_BCSCX_2502 Certification Exam Syllabus and Exam Questions

SAP C_BCSCX_2502 Exam Guide

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The SAP C_BCSCX_2502 Certification Guide provides a comprehensive overview of the Positioning SAP Business Suite via SAP Customer Experience Solutions exam. This document covers key exam details, including structure, syllabus, passing criteria, and recommended preparation resources. Additionally, it includes a set of sample questions with answers to help candidates familiarize themselves with the exam format. By using this guide, SAP professionals can effectively prepare for the certification, enhance their expertise in SAP Customer Experience solutions, and achieve a high score in the final exam.

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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
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"> 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.
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SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q21-Q26):

NEW QUESTION # 21

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 Emarsys
- C. SAP Commerce Cloud
- **D. SAP Sales Cloud Version 2**

Answer: D

NEW QUESTION # 22

Which SAP CX solution would you position to process customer issues?

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

Answer: A

NEW QUESTION # 23

What are some of the benefits of an integration between SAP Customer Experience and SAP ERP?

Note: There are 3 correct answers to this question

- A. Integration monitoring needs to be centralized
- **B. Integration caters for error handling and monitoring**
- **C. Integration between SAP CX and SAP ERP is out-of-the-box**
- **D. Integration value mapping needs to be maintained**
- E. Integration is GDPR compliant

Answer: B,C,D

NEW QUESTION # 24

What is SAP Customer Data Cloud designed to do?

- A. Execute end-to-end loyalty campaigns.
- B. Connect information from a single source.
- **C. Manage customer identities, consent, and preferences.**
- D. Provide multiple views of the customer.

Answer: C

NEW QUESTION # 25

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

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

Answer: C

NEW QUESTION # 26

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