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SAP C-BCSCX-2502 Exam Syllabus Topics:

| Topic | Details |
|-------|---------|
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|---------|---|
| 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. |

SAP Certified - Positioning SAP Business Suite via SAP Customer Experience Solutions Sample Questions (Q17-Q22):

NEW QUESTION # 17

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

Answer: B

NEW QUESTION # 18

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

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

Answer: A

NEW QUESTION # 19

Which solution can be used to analyze a real-time 360 view of the customer?

- A. Enterprise Consent and Preference Management
- B. Customer Identity Access Management (CIAM) for Business-to-Business (B2B)
- C. Customer Identity Access Management (CIAM) for Business-to-Consumer (B2C)
- **D. SAP Customer Data Platform**

Answer: D

NEW QUESTION # 20

Which of the following are capabilities of SAP Sales Cloud Version 2?

Note: There are 3 correct answers to this question.

- A. Case Management

- B. Guided Selling
- C. Agent Desktop
- D. Forecasting and Pipeline Management
- E. Intelligent Lead Score

Answer: B,D,E

NEW QUESTION # 21

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

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

Answer: D

NEW QUESTION # 22

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