

Testing C-BCSCX-2502 Center & C-BCSCX-2502 Exam Dumps Provider



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SAP C-BCSCX-2502 Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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

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

Answer: B,D,E

NEW QUESTION # 22

Which feature is available in SAP Commerce Cloud?

- **A. Product catalog**
- B. Management for intercompany sales processes
- C. Bounce management for new prospects
- D. Case processing with registered products

Answer: A

NEW QUESTION # 23

Which of the following features are available in SAP Service Cloud Version 2?

Note: There are 2 correct answers to this question.

- A. Billing
- B. Guided selling
- **C. Omnichannel experience**
- **D. Agent Desktop**

Answer: C,D

NEW QUESTION # 24

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

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

Answer: B

NEW QUESTION # 25

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

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

Answer: C

NEW QUESTION # 26

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