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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">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	<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 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 (Q14-Q19):

NEW QUESTION # 14

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

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

Answer: B

NEW QUESTION # 15

Which feature is available in SAP Commerce Cloud?

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

Answer: D

NEW QUESTION # 16

What are some of the features of SAP Commerce Cloud?

Note: There are 3 correct answers to this question.

- **A. Checkout and payment modules**
- **B. Support end-to-end e-commerce processes**
- **C. Delivery of an e-commerce platform**
- D. Management of opportunities
- E. Customer credit scoring

Answer: A,B,C

NEW QUESTION # 17

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

Answer: B,C,E

NEW QUESTION # 18

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 Customer Data Cloud
- D. SAP Emarsys

Answer: A

NEW QUESTION # 19

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